



PO BOX 150267 Ogden, Utah 84415  
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### RG A REQUEST FORM

\*\*\*This is not a return authorization\*\*\*

Company: \_\_\_\_\_ Date: \_\_\_\_\_

Contact Person in Charge of Return: \_\_\_\_\_ Phone: \_\_\_\_\_

Email: \_\_\_\_\_ Fax: \_\_\_\_\_

Address: \_\_\_\_\_

Original Purchase Order # (Required for Return): \_\_\_\_\_

Related to Prior Year: Yes \_\_\_ No \_\_\_ RGA # (For Office Use Only): \_\_\_\_\_

Quantity	Part Number	Detailed Reason for Return

Contractor Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_

**Job Site Information (Answer all that are relevant)**

Installation Date: \_\_\_\_\_ Failure date: \_\_\_\_\_

Filter Size: 3/4" \_\_\_ 1" \_\_\_ 1.5" \_\_\_ 2" \_\_\_

Screen Size (Mesh or Micron or Color of Filter Element Plastic): \_\_\_\_\_

Flow Rate? \_\_\_\_\_ Water Pressure when Static \_\_\_\_\_ Dynamic \_\_\_\_\_

What type of water system was used? Well \_\_\_\_\_ City \_\_\_\_\_ Irrigation \_\_\_\_\_

Filtered Particle Material(s): \_\_\_\_\_

If Applicable: Was filter installed before or after water holding/pressure tank? \_\_\_\_\_

How often was unit purged? \_\_\_\_\_

**Return Terms & Conditions**

All approved returns must have a completed Return Goods Authorization (RGA) Form included with the returned product. **Returns must be received within 30 days of the RGA issue date.** All returns should be shipped freight prepaid unless approved by Customer Service. **Credit is valid for 60 days after approval date. If credit is not used within 60 days, credit will no longer be valid. Please notify your accounting department of this policy.**

Products are subject to inspection before a credit will be issued. \*\*\*All stock adjustment or non-warranty returns will be accessed at a 25% restocking fee and must be returned in new and saleable condition.\*\*\*

Please email or fax completed RGA Form to Customer Service for approval.

Incomplete information may delay the return process. Once approved, the Return Authorization will be emailed or faxed back to you along with an address to return the product.

\*\*Returns will not be accepted without a prior authorization number\*\*.

**We prefer to handle all communication regarding RGA requests and RGA approvals via email at [cs@thesource-online.com](mailto:cs@thesource-online.com).**

