

Return Policy

All REMCO pumps/products must be flushed of any chemicals (ref OSHA Section 1910.1200(d)(e)(f)(g)(h)) and hazardous chemicals must be labeled/tagged before being shipped to REMCO for service warranty consideration.

REMCO reserves the right to request a Material Safety Data Sheet from the returnee for any pump/product it deems necessary. REMCO reserves the right to "disposition as scrap" pumps/products returned which contain unknown fluids. REMCO reserves the right to charge the returnee for any and all costs incurred for chemical testing, and proper disposal of components containing unknown fluids. REMCO requests this in order to protect the environment and personnel from the hazards of handling unknown fluids.

You must obtain a Return Material Authorization number (RMA) from REMCO. Upon issuing an RMA, the item(s) must be returned within 60 days, freight prepaid. All returns must specify the invoice number, date of purchase, and serial number. Credit will be issued for the net invoice cost, less all allowances, freight charges, and additional charges for any items not received in saleable condition. Special items/orders cannot be returned. Any item altered or modified outside of the REMCO factory is void of any credit. If products were purchased through a wholesaler or distributor, you must contact them directly. The final credit issued in any event will be subject to Remco Industries to determine the condition of the product.

Limited Warranty

Remco warrants its products to be free from material and workmanship defects (under normal use and service) for a period of one (1) year from the date of manufacture, or one (1) year use with proof of purchase, not to exceed two (2) years in any event.

The limited warranty will not apply to pumps that were improperly installed, misapplied, or incompatible with fluids or components not manufactured by REMCO. REMCO will not warrant any pump which is damaged or modified outside the REMCO factory.

All pumps/products must be flushed of any chemicals before shipping. All warranty considerations are governed by Remco's written Return Policy.

Returns are to be shipped postage prepaid to our service center in Osakis, MN. REMCO shall not be liable for freight damage incurred during shipping. Package returns carefully and include the RMA number on the packaging. REMCO INDUSTRIES, 10425 Wildlife Loop SE, Osakis, MN 56360.

Upon receiving a pump, it will be tested per REMCO's test criteria. REMCO's obligation under this warranty policy is limited to the repair or replacement of the unit. Pumps found not defective (under the terms of this limited warranty) are subject to charges to be paid by the returnee for the testing and packaging of "tested good" units.

No credit or labor allowances will be given to the returnee for pumps returned as defective. Warranty replacements will be shipped on a freight allowance basis. REMCO reserves the right to choose the method of transportation.

This limited warranty is in lieu of all other warranties, expressed or implied, and no other person is authorized to give any other warranty or assume obligation or liability on REMCO's behalf. REMCO shall not be liable for any labor, damage, or other expenses, nor shall REMCO be liable for any indirect, incidental, or consequential damages of any kind incurred by the reason of the use or sale of any defective product or part. This limited warranty covers pumps distributed within the United States of America. Other world market areas should consult with the distributor for any deviation from this document.

