



Foundry/Corporate Office

7825 San Leandro Street
Oakland, CA 94621-2598
510/632-3467
510/632-8035 Fax

Los Angeles Service Center

15006 Nelson Avenue
City of Industry, CA 91744-4331
626/333-4882
626/333-8681 Fax

RETURN MATERIAL AUTHORIZATION PROCEDURE

- ◆ Material to be returned for Credit must have a Returned Material Authorization (RMA) **before** shipment. See your AB&I representative for this form. Original invoice number and date must be available.
- ◆ All product returned for credit for shipments made in error, and product with manufacturing defects, will be credited at the invoice price paid, with no restocking charge. AB&I will pay the freight for these shipments.
- ◆ Product that is returned for credit for any other reason is subject to a restocking charge of 35%. Material will be inspected by our Quality Control Department upon receipt. Material found to be cracked or broken will be credited at scrap value only. Freight to AB&I will be the responsibility of the wholesaler returning the product. **Freight must be prepaid.**
- ◆ Product that will be accepted will be that which was supplied by AB&I. All other product will be of scrap value only.
- ◆ No-Hub couplings and soil pipe gaskets must be in original, sealed cartons, in carton quantities, and in saleable condition.

Non-AB&I inventory items (**C** items) may or may not be authorized for return, based solely on the inventory requirements of AB&I. Special order items, i.e. extra heavy or items without AB&I part numbers, are not eligible for return.

All Materials authorized for return must be received by AB&I within 30 days.

Please contact AB&I customer service with any questions.

Sincerely,

Gary Wickham
Senior Sales Manager