

# Micro Motion Return Policy

## For International Use

### With New and Unused Micro Motion Equipment

#### Step 1 Obtaining an RMA number

To obtain any of our return policies, procedures, and forms, contact the Micro Motion Customer Service Department during business hours:

- In the U.S.A., phone **1-800-522-6277** or **1-303-527-5200** between 6:00 a.m. and 5:30 p.m. (Mountain Standard Time), Monday through Friday, except holidays. You can also email us at: **flow.support@emerson.com**.
- In Europe, phone **+31 (0) 318 495 555**, or contact your local sales representative.
- In Asia, phone **(65) 6777-8211**, or contact your local sales representative.

The latest return policies, procedures, and forms are also available from the Micro Motion web site: **www.micromotion.com**. These procedures must be followed for you to meet governmental requirements. They also help us provide a safe working environment for our employees. Failure to follow these requirements will result in your equipment being refused delivery.

***A Return Material Authorization (RMA) number must be obtained prior to returning any equipment to Micro Motion for any reason.***

To obtain an RMA number, contact your Micro Motion representative or local Micro Motion office. Alternatively, you may contact us at any of our service centers. Phone numbers are listed on the previous page.

- No product returns will be accepted without an RMA number.
- Each returned sensor must be issued a separate RMA number. A sensor and its associated transmitter may be shipped in the same package with a single RMA number.
- If no sensor is being returned, all transmitters and peripheral devices being returned may be shipped together, in one package, with a single RMA number.

#### Step 2 Preparing equipment for return

Only equipment that has not been removed from the original shipping package will be considered new and unused. New and unused equipment must be returned in its original packaging.

**Before returning new and unused equipment:**

- a. Clearly mark the RMA number on the outside of the original shipping package(s).
- b. Clearly mark on the outside of each package: "NEW AND UNUSED".
- c. Complete and sign the "New and Unused Statement" on page 3.
- d. Include one copy of the statement inside the original shipping package, and attach one copy to the outside of each package.
- e. Close and reseal all packages.



## Step 3 Shipping

### Required shipping documents

The customer must provide a Commercial Invoice, Packing List, and Bill of Lading for each shipment. Instructions for preparing and submitting shipping documents are as follows.

1. Commercial Invoice - This must contain the following information:

- RMA Number(s): Include the RMA number provided by your Micro Motion customer service representative and a detailed description of merchandise for each line item.
- Description: Include the part number and description of the product.
- Value: Value of merchandise, listed by line item. If an item has no commercial value, it must still be valued for U.S. Customs purposes. A true estimated value should be shown on the invoice as follows:

Value for Customs:                      \$ \_\_\_\_\_

- Serial Number: Please include the serial number of each sensor, if possible.
2. Packing List - This should contain all information and statements shown on the Commercial Invoice except the merchandise value.
3. Bill of Lading - This contains information necessary for the carrier to ship the freight, such as consignee of shipment, payment terms, number of pieces in shipment, weight, etc. The Bill of Lading should also contain the following addresses:

#### Ship-to Party

Attn: RMA # \_\_\_\_\_  
Micro Motion Inc.  
C/O Veolia Environmental Services  
9131 East 96 Avenue  
Henderson, CO 80640  
USA

#### Notify Party

Micro Motion Inc.  
C/O UPS Supply Chain Solutions  
6940 Engle Road, Suite C  
Middleburg Heights, OH 44130  
Phone: 440-260-3035  
Alternate Phone: 440-239-3894  
Fax: 866-955-6591  
[UPSEMERSONBROKERAGETEAM@UPS.COM](mailto:UPSEMERSONBROKERAGETEAM@UPS.COM)

### Shipping charges

The customer is responsible for all shipping charges, ship using international incoterms - **DDP** - deliver duties paid, **U.S. Port**. If shipped ocean, customer must comply with 10+2 regulation requirements.

**Veolia has been instructed to refuse any collect shipments.**

### Document submittal

Submit the following shipping documents inside the shipping container:

- One (1) copy of the Commercial Invoice.
- One (1) copy of the Packing List.

Submit the following shipping documents via airmail to your Micro Motion customer service representative:

- One (1) copy of the Commercial Invoice.
- One (1) copy of the Packing List.
- One (1) copy of the Bill of Lading.

# Statement of New and Unused Equipment

1) Return Material Authorization (RMA) Number: \_\_\_\_\_

## Equipment Identification

2) For each instrument being returned, list a description or model number and its serial number.

**Description or Model Number**

**Serial number**

_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

3) Reason for return: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## Shipping Requirements

- Clearly mark RMA number and "NEW AND UNUSED" on each shipping package.
- Include one copy of this document inside the original shipping package, and attach one copy to the outside of each package in a visible location.
- Ship all equipment as instructed by your representative.

Ship to:

Attn: RMA# \_\_\_\_\_  
Micro Motion Inc.  
C/O Veolia Environmental Services  
Sensor Department  
9131 East 96 Avenue  
Henderson CO 80640 USA

Notify party:

Micro Motion Inc.  
C/O UPS Supply Chain Solutions  
6940 Engle Road, Suite C  
Middleburg Heights, OH 44130  
Phone: 440-260-3035  
Alternate Phone: 440-239-3894  
Fax: 866-955-6591  
[UPSEMERSONBROKERAGETEAM@UPS.COM](mailto:UPSEMERSONBROKERAGETEAM@UPS.COM)

## Definition and Restock Fees

Only equipment that has not been removed from the original shipping package will be considered new and unused. New and unused equipment includes sensors, transmitters, or peripheral devices which:

- Were shipped as requested by the customer but are not needed, or
- Were shipped incorrectly by Micro Motion.

Restock fees will apply:

- If the customer ordered the wrong equipment, a restock fee will be charged.
- If the customer no longer requires the equipment (for example, if a project was cancelled), a restock fee will be charged.
- If Micro Motion shipped the wrong equipment, a restock fee will not be charged.

**THIS EQUIPMENT IS BEING RETURNED AS "NEW AND UNUSED," PER THE DEFINITION STATED ABOVE.  
I UNDERSTAND A RESTOCK FEE WILL BE CHARGED.**

By:

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Print name)

Title:

Date:

Company:

Phone:

Fax: