



**THERMA FLO**

A Division of REFCO Manufacturing (US) Inc.

**RETURN MATERIAL AUTHORIZATION**

Send This Completed Form With The Items Being Returned  
**RMA # ISSUED BY REFCO**

**RMA #**

**DATE ISSUED** \_\_\_\_\_

To request a RMA,  
Call **(800) 848-4232** or fill out  
this form and fax to  
**(413) 733-9267**  
Your RMA will be faxed back.  
Ship product PREPAID to:  
**REFCO**  
**66-B Industry Ave.**  
**Springfield, MA 01104**  
**Attn: Returns Dept.**

**YOUR COMPANY** \_\_\_\_\_

**ADDRESS** \_\_\_\_\_

**CITY** \_\_\_\_\_ **STATE** \_\_\_\_\_ **ZIP** \_\_\_\_\_

**CONTACT** \_\_\_\_\_

**PHONE:** \_\_\_\_\_

**FAX:** \_\_\_\_\_

**YOUR P.O. OR REFERANCE NUMBER**  
\_\_\_\_\_

**ITEM(S) BEING RETURNED**

PART NUMBER	Serial No. (if available)	REASON FOR RETURN

**PLEASE FAX THIS RMA REQUEST FORM TO: (413) 733-9267  
YOUR RMA # WILL BE FILLED IN AND FAXED BACK TO YOU.**

**ALL RETURNS MUST BE SHIPPED PREPAID. NO C.O.D.'s  
CONTACT CUSTOMER SERVICE AT: 800-848-4232**

**Thermaflo**  
88 B Industry Avenue  
Springfield, MA 01104

Customer Service / Sales 1-800-848-4232  
Business / Office 1-413-739-4761  
Fax 1-413-733-9267

www.thermaflo.cc  
info@thermaflo.cc

**Refrigeration  
Service Products  
and Components**



## Warranty Statement

REFCO Manufacturing U.S. Inc. products are warranted to be free from defects in material and workmanship under normal use and service to the original end-user purchaser of the product. This warranty is non-transferable.

All products under this warranty that are determined by REFCO to be defective will be replaced or repaired at REFCO's option for a period of

**(2) Two Years**

The warranty shall not apply to any product or part, which has been subject to misuse, negligence, modification, and normal wear parts.

Normal wear parts will need to be replaced over time and are not included in the standard 2 year warranty. Some examples are cutter wheels, seals, gaskets, o-rings, etc.

The purchaser will be responsible for all incoming-shipping charges to REFCO. REFCO will return the warranty goods at no charge to the sender.

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All returning products must have a  
Return Authorization Number from REFCO

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Warranty claims must include a copy of the Proof of Purchase.

Please call REFCO customer service at 800-848-4232.

Ship product prepaid to:

**REFCO Manufacturing U.S. Inc.  
66-B Industry Avenue  
Springfield, MA 01104  
Attn: Product Returns**