



## WARRANTY CLAIMS AND EVALUATIONS

RETURN MATERIAL AUTHORIZATION POLICY and GUIDELINES (CANADA)

**Initiating a Warranty Request:** The Stocking Distributor, Sales Rep Agency or Uponor Sales Rep must complete the **Return Material Authorization (RMA) WARRANTY CLAIM or EVALUATION Form.**

Warranty forms can be accessed through [www.uponorpro.com](http://www.uponorpro.com), under the **Technical Support tab**. You will have the option to complete and submit the form online or you can print a copy to complete later. Printed forms must be e-mailed to [warranty@uponor.com](mailto:warranty@uponor.com) or faxed to 952-997-1722.

To facilitate timely processing of your request, please ensure the request is complete.

### 1. Completing the RMA Request:

- i. All fields marked with an asterisk (\*) must be completed.
- ii. Type of return must be selected.
- iii. For Plumbing Systems indicate the temperature, pressure, water source and type of plumbing line.
- iv. For Tubing indicate tubing date code and footmark.
- v. Indicate if the Claimant or their Representative will be present for destructive testing.
- vi. Comments section can be used for any information that may assist in assessing your claim or evaluation.
- vii. Estimated labour/damage field requires a dollar (\$) value. If there is no dollar value, enter zero (0).

### 2. RMA Review:

- i. The Warranty RMA administrator will review the request, make any necessary adjustments and issue an RMA number.
- ii. You will be notified of your RMA number. Your Sales Rep Agency and Sales Rep will be copied on all communications.
- iii. Once issued, the RMA number must be referenced in all communications.



**3. Qualifying for Claims or Evaluations:**

- i. In order to qualify for a Warranty Claim, the product must fall within the warranty period for the product in question. Refer to your Warranty Certificates for warranty conditions.

**4. Returning Your Defective Product:**

- i. A return label will be provided for you at the time of issuing your RMA number.
- ii. Your return must be clearly marked with the RMA number on the outside of the box.
- iii. Your RMA will be cancelled if your defective product is not received within 60 days of issuing your RMA number.

**5. Processing your Claim or Evaluation:**

- i. Once your defective product is received, it will be forwarded to our testing facilities in Apple Valley, MN. Testing timeframes can vary, with an average of four to six weeks turnaround time. Upon completion, the Requestor will be notified regarding disposition of the claim or evaluation.
- ii. Upon acceptance of labour/damage claims, further arrangements will be made surrounding settlement. Detailed invoices are required before settlement can take place and are based on the approval of the Warranty Manager.

Uponor reserves the right of final approval on all claims and evaluations. For further information on Uponor's Warranty, contact your Sales Representative or e-mail [warranty@uponor.com](mailto:warranty@uponor.com) .