



IDI Repair/Rebuild Instructions & Policy

Please read the following information, complete the form at the bottom and return to IDI. You can fill in the form using MS Word (tab through fields), save under a new file name and e-mail to info@interfacedevices.com or you can print and fill in by hand and return by fax to 203-882-0885. Direct any questions to Customer Service (Repairs) at 203-878-4648.

1. Provide verbally or in writing as much detail as known about the condition of the pump being returned. Describe application including pressure, flow and duty cycles. Give as much information as possible about the problem.
2. Ensure the pump being returned has been drained of oil and the exterior cleaned. IDI reserves the right to charge an additional \$100 for pumps returned that require external cleaning or degreasing.
3. Returned pumps should be placed in a sealed bag and packed securely in a box with padding/bubble wrap or Styrofoam packing material. IDI is not liable for any damages incurred in shipment.
4. Include in the box the contact name, phone number, etc. for the person who should be contacted upon completion of the evaluation. Send pump to IDI at the above address, **Attention: Repairs**.
5. Upon receipt, IDI will inspect and evaluate the pump within 15 business days. Quicker evaluations or emergency service are available upon request.
6. Once the evaluation is complete, IDI will contact the customer and advise findings and repair price. Customer has 60 days from the date of this contact to advise how they wish to proceed. If no instructions are provided within the 60 day period, IDI reserves the right to scrap the returned pump.

Customer Name:

Contact Name:

Contact Phone:

Contact Fax:

Pump Model:

Pump Serial No:

Application Description:

Problem Description/Symptoms:

Comments:

Payment terms: I have an account with IDI VISA/Mastercard COD Check or Bank Transfer

Agreed and Accepted:

Name:

Date: