

Returned Goods Authorization - No. _____

Policy:

General Regulator Inc.'s fundamental policy is to do what our customers request. We make the finest products in the industry and have an excellent 3 Year Limited Warranty. All of our products have a date code providing the week and year the product was shipped from General Regulator, Inc. to the distributor. The date code is a 4 digit code (WWYY) that is located on the side of the pressure regulator and on the label of the self igniting torches. This handy date code provides an approximate age for the torch and is used for warranty purposes. We realize that there is a period of time between that when we ship the product and that when the user actually purchases the torch.

What we usually see:

75% of all torches returned to General Regulator, Inc. have solder in the tips and the customer claims the torch is defective! Torch tips which are very brown along the complete length of the torch or show wrench marks on the flame tube have usually been damaged by the user who has gotten solder in the tip. If you look into the end of the flame tube under a light you will usually see solder that is stuck on the internal flame stabilizer. If the flame tube is brown along the entire length of the torch, the user has used another torch to melt out the solder in the tip. Sometimes the user damages the tip in the process.
Customers should really be purchasing replacement tips for these types of problems they cause.

Requested Disposition:

It is very important that you let us know how you would like us to handle this matter. Please return products to General Regulator, Inc. Our shipping address is at the bottom of this page. Return a copy of this document with the defective products. Please check the appropriate box and we will take care of the matter:

- Allow General Regulator, Inc. to inspect the product. If the product needs to be repaired, we will cover all warranty problems and only charge the customer for torch tips full of solder or tips damaged by the customer.
- Provide Credit. **If a distributor purchased their product from one of our stocking sales representatives, they must request a credit from them – not from General Regulator, Inc.** Our stocking representatives have different prices and discounts compared to ours.
- Provide Replacement Products

Company Name & Address:

Company Fax. No. _____