



# RR USA Inc.

RR USA Inc.  
8 Creek Parkway  
Boothwyn, PA 19061  
P: 610-497-0154  
www.rrusainc.com

## Request for Return Merchandise Authorization (RMA) Number

Please completely fill out top of form, and fax to 610-497-6085, or email to [aftersales@rrusainc.com](mailto:aftersales@rrusainc.com)

Customer Name	PO Number	Part / Model Number	Qty	Serial Number(s)	Hours

**Exact description of problem:**

Contact Name	
Contact Email	
Contact Phone	
Contact Fax	

Will you debit RR USA      Yes      No

**Please see Schedule A for terms & current inspection fee pricing.  
The inspection fee will be waived if the unit is deemed warrantable.**

Information below to be completed by RR USA Inc.

### RMA #

**Please clearly label your shipment with our RMA number so it can be identified on arrival.**

Issue Date

**If disposition for the unit is not received within 30 days from the date of inspection by RR USA Inc, the unit will be scrapped and the customer will be invoiced the inspection fee.  
RR USA Inc. standard terms & conditions apply.**

# Schedule A

## Terms & Conditions

Prior to the RMA process, customers must submit information detailing the nature of the problem to RR USA Inc for preliminary evaluation. This information may include, but is not limited to, part numbers, serial numbers, application data, operating environment, hours of operation, & photographs. Accurate information is essential to properly identify the unit under RMA consideration.

RR USA Inc reserves the right to decide whether to issue an RMA based on the customer's information.

All RMA's returned for repair or warranty evaluation must be returned Freight Prepaid.

RR USA Inc may refuse any shipment sent to them without an authorized RMA number.

Warranty evaluation will be determined by RR USA Inc. Parts and labor are covered under warranty. RR USA will credit the inspection fee if the product is determined to be 100% covered under warranty.

Any unit returned without a tag, or that has been opened and inspected by the customer without written consent from RR USA Inc, will be void of warranty consideration.

Repairs performed under warranty will be returned to the customer Freight Collect.

Warranty will be issued to the customer based on the condition of the unit upon completion of the repair.

Series	Single Stage	Double Stage	Triple Stage	Hydraulic Motors	
RR 65 TO 210	\$ 100	\$ 110	\$ 120	MLHM	\$ 50
RR 310 TO 710	\$ 150	\$ 160	\$ 170	MLHP	\$ 50
RR 810 TO 1700	\$ 200	\$ 210	\$ 220	HP	\$ 50
RR 2500 TO 4000	\$ 240	\$ 260	\$ 280	MLHR	\$ 50
RR 5200 TO 6500	\$ 300	\$ 340	\$ 360	HR	\$ 50
RR 8000 TO 10000	\$ 340	\$ 370	\$ 400	MLHH	\$ 50
RR 15000 TO 20000	\$ 380	\$ 410	\$ 450	MLHS	\$ 50
RR 22000 AND UP	Please Contact RR USA Inc.			MLHSW/MLHSE	\$ 80
<b>Accessories</b>				MLHSBD	\$ 80
	\$ 85			MLHSS	\$ 50
<b>Right Angles</b>				MLHSV	\$ 50
A65-A220-A620-A820-A1000	\$ 200			MLHT	\$ 70
<b>Wheel Drives</b>				MLHV	\$ 70
043-091 series	\$ 100			VALVES	\$ 50
095-115 series	\$ 160			STEERING UNIT	\$ 70
230-600 series	\$ 180			<b>Steering Columns</b>	
710-1700 series	\$ 210			TYPE KK	\$ 14
2400-5000 series	\$ 360			COMPLETE COLUMNS	\$ 300