

KVC Industries Return Policy for TigerTank® Warranty Claim

Dear Valued Customer,

Thank you for choosing KVC Industries. We are committed to providing you with the highest quality products and services. In the event that you need to make a warranty claim for your TigerTank®, please follow the procedure outlined below:

1. **Request an RMA (Return Merchandise Authorization):**
 - Please complete the RMA submittal request form located on the reverse.
 - Please note that all information on the form is required to obtain an RMA#
2. **Receive RMA:**
 - Once we receive your completed form, we will issue an RMA for the return of your TigerTank®.
3. **Return the Tank:**
 - Ship the TigerTank® to KVC Industries, freight prepaid, via a carrier of your choice.
 - Ensure that the **RMA number is clearly marked** on the **package, waybill,** and **all related documents.**
4. **Testing and Status Update:**
 - Upon receiving the tank, we will conduct a thorough test to determine the status of the warranty claim.
 - We will update you on the status (*accepted/denied*) of your claim within 10 business days of receipt of the TigerTank®.
5. **Accepted Warranty Claims:**
 - If your warranty claim is accepted, we will issue a credit or a replacement tank (*at KVC's discretion*) for the warranted tank, minus any applicable discounts.
 - To claim shipping charges on an accepted warranty, please provide a copy of the freight invoice. We will credit your account for a reasonable freight charge.
 - You may be required to provide the serial number of the replacement TigerTank® for the acceptance of the warranty claim.

We appreciate your cooperation and understanding. If you have any questions or need further assistance, please do not hesitate to contact our customer support team.

Sincerely,

KVC Industries Customer Support Team

Submittal form for RMA from KVC

Your Reference Number (if applicable):

Failed unit

Model number:

Serial number:

Replacement unit (if applicable)

Model number:

Serial number:

Part/Component Information – for failed parts

Part number:

Installation Date:

Failure Date:

Homeowner's Info:

Name:

Address:

Phone#:

Residential(single/duplex) Multi (triplex or more) Commercial

For units being returned to the factory:

Water Type: City Well Other

Water Conditioner System: Yes No

DEFECT: (please provide specific details and supporting documents/images)

Contractor Name:

Distributor Name:

Disposition Instructions:

Please note that all information on this form is required to obtain an RMA#