

# SHURflo Pump Return Policy

SHURflo / Hypro is enforcing their Warranty policy that has been in place for a long time. Please be aware of the policy that is listed below. The Mfg. Date is on each pump. Warranty does NOT extend beyond (2) years from Mfg. Date.

**Customers need to contact SHURflo / Hypro at 800-468-3428. They must have the Model #, Mfg. Date, and the specific problem with the pump. At that point SHURflo will determine if the pump would need to be returned for warranty consideration or if it will be replaced.**

Our customers need to understand that pumps may be repaired and returned to them with shipping and repair charges.

The Warranty Policy is as follows.

## INDUSTRIAL PRODUCTS LIMITED WARRANTY

Shurflo Industrial Series pumps and products are warranted to be free of defects in material and workmanship under normal use, for a period of one (1) year from the date of manufacture, or one (1) year of use, with proof of purchase. This limited warranty will not exceed two (2) years, in any event.

The limited warranty will not apply to pumps/products that were improperly installed, misapplied, damaged, altered, incompatible with fluids or components not manufactured by Shurflo. All Industrial pumps/products **must** be flushed of **any** chemicals before shipping\*. All warranty considerations are governed by Shurflo's written Return Policy. Returns are to be shipped postage prepaid to either service center; Shurflo Cypress, CA or Elkhart, IN. Shurflo shall not be responsible for freight damage incurred during shipping. Package returns carefully.

Shurflo's obligation under this warranty policy is limited to the repair or replacement of the pump/product. All returns will be tested per Shurflo factory criteria. Products found not defective (under the terms of this limited warranty) are subject to charges paid by the returnee for the testing and packaging of "Tested Good" non-warranty returns. No credit or labor allowances will be given for pumps or products returned as defective. Warranty replacements will be shipped on a freight allowed basis. Shurflo reserves the right to choose the method of transportation.

This limited warranty is in lieu of all other warranties, expressed or implied, and no other person is authorized to give any other warranty or assume obligation or liability on Shurflo's behalf. Shurflo shall not be liable for any labor, damage or other expense, nor shall Shurflo be liable for any indirect, incidental or consequential damages of any kind incurred by the reason of the use or sale of any defective product or part. This limited warranty covers industrial products distributed within the United States of America. Other world market areas should consult with the actual distributor for any deviation from this document.

## RETURN POLICY

All Industrial pumps/products **must** be flushed of **any** chemical (ref. OSHA Section 0910.1200 (d)(e)(f)(g)(h) and hazardous chemicals must be labeled /tagged before being shipped\* to Shurflo for service or warranty consideration. Shurflo reserves the right to request a Material Safety Data Sheet from the returnee for any pump/product it deems necessary. Shurflo reserves the right to "disposition as scrap" pumps/products returned which contain unknown fluids. Shurflo reserves the right to charge the returnee for any and all costs incurred for chemical testing, and proper disposal of components containing unknown fluids. Shurflo requests this in order to protect the environment and personnel from the hazards of handling unknown fluids. \*Carrier, including U.S.P.S., airlines, UPS, ground freight, etc., require specific identification of any hazardous materials being shipped. Failure to do so may result in a substantial fine and/or prison term. Check with your shipping company for specific instructions.

---

I have attached a form that needs to be filled out on all pumps that are submitted for warranty. They have informed me that "pump doesn't work" is **not** acceptable for an explanation of the problem with the pump.