

# ***Micro Motion Return Policy***

## ***For International Use***

### ***With Used Micro Motion Equipment***

#### **Step 1 Obtaining an RMA number**

To obtain any of our return policies, procedures, and forms, contact the Micro Motion Customer Service Department during business hours:

- In the U.S.A., phone **1-800-522-6277** or **1-303-527-5200** between 6:00 a.m. and 5:30 p.m. (Mountain Standard Time), Monday through Friday, except holidays. You can also email us at: **flow.support@emerson.com**.
- In Europe, phone **+31 (0) 318 495 555**, or contact your local sales representative.
- In Asia, phone **(65) 6777-8211**, or contact your local sales representative.

The latest return policies, procedures, and forms are also available from the Micro Motion web site: **www.micromotion.com**. These procedures must be followed for you to meet governmental requirements. They also help us provide a safe working environment for our employees. Failure to follow these requirements will result in your equipment being refused delivery.

***A Return Material Authorization (RMA) number must be obtained prior to returning any equipment to Micro Motion for any reason.***

To obtain an RMA number, contact your Micro Motion representative or local Micro Motion office. Alternatively, you may contact us at any of our service centers. Phone numbers are listed on the previous page.

- No product returns will be accepted without an RMA number.
- Each returned sensor must be issued a separate RMA number. A sensor and its associated transmitter may be shipped in the same package with a single RMA number.

If no sensor is being returned, all transmitters and peripheral devices being returned may be shipped together, in one package, with a single RMA number

#### **Step 2 Cleaning and decontamination**

All equipment being returned must be thoroughly cleaned and decontaminated of all foreign substances, including all substances used for cleaning the equipment, prior to shipment. This requirement applies to the sensor tubes, sensor case exterior, sensor case interior, electronics, and any part that might have been exposed to process fluids or cleaning substances.

Shipping equipment that has not been decontaminated may cause a violation of government regulations. If you suspect that the sensor case interior may be contaminated, the case must be completely drained and flushed to remove contaminants.



**Contents of sensor case may be under pressure. Contents of sensor case may be hazardous. Take appropriate measures to avoid the hazards associated with gaining access to a contaminated case interior. Avoid exposure to hazardous materials.**



## Decontamination/Cleaning Statement

A blank Decontamination/Cleaning Statement is provided on the final page of this document. You may copy and use this form to return any Micro Motion sensor.

- A Decontamination/Cleaning Statement is required for each sensor being returned.
- Each form must be fully completed and include a signature. If the statement is not completed, the customer may be charged for decontamination and cleaning.

Two (2) copies of each Decontamination/Cleaning Statement must be provided:

- One (1) copy must be attached to the outside of the package.
- One (1) copy must be provided inside the package.

For a copy of the decontamination/cleaning statement, see [Sensor Decontamination/Cleaning Statement](#).

## Step 3 Material Safety Data Sheets (MSDS)

Included with the returned equipment, you must provide a Material Safety Data Sheet (MSDS) for each substance that has come in contact with the equipment being returned, including substances used for decontamination and cleaning.

**An MSDS is required by law to be available to people exposed to specific hazardous substances**, with one exception: if the equipment has been exposed only to food-grade substances or potable water, or other substances for which an MSDS is not applicable, the Decontamination/Cleaning Statement form alone is acceptable.

Two (2) copies of each MSDS must be provided:

- One (1) copy must be attached to the outside of the package.
- One (1) copy must be provided inside the package.

## Step 4 Packaging

### General guidelines

Packaging must be in compliance with the following Micro Motion packaging guidelines:

- All goods should be strongly packed to withstand handling as well as long distance sea or air transportation.
- Mark and number each package so that it can be identified with the corresponding marks and numbers that appear on the Commercial Invoice (Required shipping documents, page 3.).
- The center of gravity and related lifting points should be clearly indicated on all the outer packaging. Display the appropriate international symbols on the outside of those packages that require careful handling.
- Display the quantity of each item in each package on two sides of the package.
- Please note that all solid wood packaging materials are required to be free of bark and plant pests. Take all measures to protect the goods from the harmful effects of moisture, rust, and chock to ensure goods arrive without damage or corrosion.
- Ensure a perfect equilibrium of the freight, a suitable stowage of the freight, and a correct blocking of materials using wooden chocks and boards, steel cables, etc.
- All packages must be labeled legibly and conspicuously with the following:
  - Ship-to address (see the Ship-to address in Step 3 of Required shipping documents)
  - RMA number
  - Duplicate RMA form and Decontamination/Cleaning Statement

### Shipping a sensor and transmitter or sensor only

To meet government requirements for identifying hazardous substances, ship only one sensor per package. A sensor and its associated transmitter may be shipped in the same package.

## Shipping a transmitter or peripheral device without a sensor

If no sensor is being returned, all transmitters and peripheral devices being returned may be shipped together, in one package.

## Equipment installed on a portable cart, in a protective cabinet or with special wiring and process connections

Micro Motion is equipped to repair sensors, transmitters and peripheral devices manufactured by Micro Motion only. Our repair department cannot work on equipment installed in a customer-supplied cabinet, on a portable cart as part of a system, or with any wiring or piping attached. Any returned equipment other than Micro Motion sensors, transmitters and peripheral devices will be considered the responsibility of the customer.

## Step 5 Shipping

### Required shipping documents

The customer must provide a Commercial Invoice, Packing List, and Bill of Lading for each shipment. Instructions for preparing and submitting shipping documents are as follows.

1. Commercial Invoice - This must contain the following information:

- RMA Number(s): Include the RMA number provided by your Micro Motion customer service representative and a detailed description of merchandise for each line item.
- Description: Include the part number and description of the product.
- Value: Value of merchandise, listed by line item. If an item has no commercial value, it must still be valued for U.S. Customs purposes. A true estimated value should be shown on the invoice as follows:

Value for Customs:                      \$ \_\_\_\_\_

- Serial Number: Please include the serial number of each sensor if possible.
2. Packing List - This should contain all information and statements shown on the Commercial Invoice except the merchandise value.
3. Bill of Lading - This contains information necessary for the carrier to ship the freight, such as consignee of shipment, payment terms, number of pieces in shipment, weight, etc. The Bill of Lading should also contain the following addresses:

#### Ship-to Party

Attn: RMA # \_\_\_\_\_  
Micro Motion Inc.  
C/O Veolia Environmental Services  
Sensor Department  
9131 East 96 Avenue  
Henderson, CO 80640  
USA

#### Notify Party

Micro Motion Inc.  
C/O UPS Supply Chain Solutions  
6940 Engle Road, Suite C  
Middleburg Heights, OH 44130  
Phone: 440-260-3035  
Alternate Phone: 440-239-3894  
Fax: 866-955-6591  
[UPSEMERSONBROKERAGETEAM@UPS.COM](mailto:UPSEMERSONBROKERAGETEAM@UPS.COM)

### Shipping charges

The customer is responsible for all shipping charges. Ship using international incoterms - **DDP** - deliver duties paid, **U.S. Port**. If shipped ocean, customer must comply with 10+2 regulation requirements.

**Veolia has been instructed to refuse any collect shipments.**

Document submittal

Submit the following shipping documents inside the shipping container:

- One (1) copy of the Commercial Invoice.

- One (1) copy of the Packing List.

Submit the following shipping documents via airmail to your Micro Motion customer service representative:

- One (1) copy of the Commercial Invoice.
- One (1) copy of the Packing List.
- One (1) copy of the Bill of Lading.

The address is listed as follows:

Micro Motion, Inc.  
Attn: (Your customer service representative)  
7070 Winchester Circle  
Boulder, CO 80301 USA  
RMA# \_\_\_\_\_

# Sensor Decontamination/Cleaning Statement

**Refer to *Micro Motion Return Policy for International Use with Used Micro Motion Equipment***

- 1) Return Material Authorization (RMA) Number: \_\_\_\_\_
- 2) Equipment to be returned      Model Number: \_\_\_\_\_      Serial Number: \_\_\_\_\_
- 3) Reason for return \_\_\_\_\_

Process and Decontamination/Cleaning Fluids			
4) List each substance to which the equipment was exposed. Attach additional documents if necessary.			
Common name	CAS# if available	Used for hazardous waste (20 CFR 261)	EPA waste code if used for hazardous waste
		[ ] Yes [ ] No	
		[ ] Yes [ ] No	
		[ ] Yes [ ] No	
		[ ] Yes [ ] No	
		[ ] Yes [ ] No	
		[ ] Yes [ ] No	
5) Please circle any hazards and/or process fluid types that apply:			
<i>Infectious</i>	<i>Radioactive</i>	<i>Explosive</i>	<i>Pyrophoric</i>
<i>Cyanides</i>	<i>Sulfides</i>	<i>Corrosive</i>	<i>Oxidizer</i>
<i>Carcinogen</i>	<i>Peroxide</i>	<i>Reactive – Air</i>	<i>Reactive – Water</i>
<i>Other hazard category (list)</i>			<i>Poison Gas</i>
			<i>Flammable</i>
			<i>Poison</i>
			<i>Reactive-Other (list)</i>
6) Describe decontamination/cleaning process. Include MSDS description for substances used in decontamination and cleaning processes. Attach additional documents if necessary.			

## Shipping Requirements

***Failure to comply with this procedure will result in the shipment being refused***

- 7) Ship only one sensor per box. RMA number must be noted on the shipping package.
- 8) Include inside the package: one copy of this document and all required Material Safety Data Sheets (MSDS).
- 9) Attach to the outside of the package: one copy of this document, and all required Material Safety Data Sheets (MSDS).
- 10) Alternatively ship to:      Notify party:      Address correspondence to:

Attn: RMA# \_\_\_\_\_  
 Micro Motion Inc.  
 C/O Veolia Environmental Services  
 Sensor Department  
 9131 East 96 Avenue  
 Henderson CO 80640 USA

Micro Motion Inc.  
 C/O UPS Supply Chain Solutions  
 6940 Engle Road, Suite C  
 Middleburg Heights, OH 44130  
 Phone: 440-260-3035  
 Alternate Phone: 440-239-3894  
 Fax: 866-955-6591  
[UPSEMERSONBROKERAGETEAM@UPS.COM](mailto:UPSEMERSONBROKERAGETEAM@UPS.COM)

Micro Motion, Inc.  
 7070 Winchester Circle  
 Boulder CO 80301 USA  
 Attn: Repairs

**EQUIPMENT HAS BEEN CLEANED AND DECONTAMINATED OF ANY HAZARDOUS SUBSTANCES AND MEETS DOT AND EPA REGULATIONS.**

By: \_\_\_\_\_ (Signature)      \_\_\_\_\_ (Print name)  
 Title: \_\_\_\_\_ Date: \_\_\_\_\_  
 Company: \_\_\_\_\_  
 Phone: \_\_\_\_\_ Fax: \_\_\_\_\_