



Return Goods Authorization Chemical Identification Form

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It is recommended the person most familiar with the pump fills out this form.
Pumps to be returned with a dock height truck.

Company Name:			
Contact Name:		Contact Phone #:	
Address:			
Model of Pump:		Pump Serial #:	
Original Purchase Order # Pump was purchased with (optional):			

Customer Pump Repair PO Number:	
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Chemical Identification Form MUST be attached with this form.
Original form to be send back with shipping and copy to be sent to:
Veolia Customer Care @ csc.equipmentorders@veolia.com

Pump Diagnosis Questions:

- Does someone routinely monitor the performance of the pump?
Yes No I don't know
- Please check the failure symptoms you are experiencing:
 - Heard an unusual noise
 - Smelled burning oil
 - Saw smoke
 - Other: _____
- Have you noticed a difference in the pressure and/or flow rate of the pump?
Yes No I don't know
- Is there any fluid leaking from the pump? (If YES, please answer questions 5 and 6, otherwise skip to question 7).
Yes No I don't know
- Is the leaking fluid from the pump oil?
Yes No I don't know
- Which side of the pump is fluid leaking from?
Discharge Side Motor Side I don't know
- Additional Comments: _____



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Return Questionnaire MUST be attached with this form. Original form to be send back with shipping and copy to be sent to Veolia Customer Care @ csc.equipmentorders@veolia.com.

Prior to the assignment of a Return Goods Authorization (RGA) or sales order number, the following information must be provided, and the certification made to ensure the safety of the VEOLIA employees, compliance with wastewater discharge permit limits, and hazardous waste and DOT transportation rules.

This form is not required if the returned equipment has not come into contact with process media.

Required information:

- A. Was water the only material processed with/by the returned goods? YES NO
- If YES, proceed to B.
 - If NO, provide the information as requested in items 1-3 below.
- B. Was a biocide added to returned goods prior to return to VEOLIA? YES NO
- If NO, proceed to the certification step.
 - If YES, provide the information as requested in items 1-3 below.

1.	Include with the returned goods the Material Safety Data Sheet(s) for the material(s) that was/were processed within the returned goods. If there is no MSDS available, provide a list of the composition or common names and CAS number of the material that was processed, including any hazardous characteristics (i.e., pH, flammability, toxicity, etc.). List any chemical incompatibilities of the processed material.	<input type="checkbox"/> List Attached <input type="checkbox"/> N/A
2.	List the appropriate personal protective equipment that should be worn by employees handling the returned product containing the material(s) (i.e., gloves, goggles, respirator, etc.). Be specific and define recommended materials (i.e., nitrile, butyl, neoprene not chemical resistant or rubber).	<input type="checkbox"/> List Attached <input type="checkbox"/> N/A
3.	Indicate whether all the processed material(s) has/have been removed from reservoirs or dead spaces or flushed clean prior to being returned. If the returned goods have not been rinsed or flushed, list the approximate quantity of material contained in the product and the locations of possible retention or accumulations area.	<input type="checkbox"/> List Attached <input type="checkbox"/> N/A

NOTE: If the material processed by the returned goods is a hazardous substance it must be shipped to VEOLIA in accordance with US DOT transportation regulations and shall be properly packaged, labeled, marked in accordance with 49 CFR or the shipment will be rejected.

If the returned goods or collected reservoir material(s) are hazardous, both will be returned to the shipper for proper disposal in accordance with US DOT and USEPA regulations after QA investigation. VEOLIA is not permitted to dispose of hazardous materials originating off-site.

Pumps that are returned to VEOLIA need to arrive in a dock height truck.

Certification:

"I certify that before I return these goods to VEOLIA that such goods are free from any chemicals or materials that could cause injury to VEOLIA employees, leak or be released in transportation or storage incident to transportation, and if such goods contain hazardous substances, I have disclosed the identity of the constituents to VEOLIA to the best of my ability. I also certify that if such goods contain any hazardous substances, and leaks or spills that occur as a result of my failure to remove it prior to return shipment, I will reimburse VEOLIA for any costs it incurs as a result of the release, including but not limited to cleanup and return shipment of the goods and waste."

Name/Title

Date