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ITRON, Inc
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RMA Certification
Transmittal Form

MSDS INCLUDED: YES NO **Date:** _____ **RMA Number:** _____
If (NO) then confirm the process fluid is Water YES

Company: _____

Returned Materials: _____

Model #: _____ Serial #: _____

POLICY AND PROCEDURES FOR RETURNED MATERIALS

To ensure the safety of personnel and to prevent improper handling and disposal of materials including those listed in OSHA 1910, Subpart Z (Toxic and Hazardous Substance List), ITRON, Inc. has adopted the following policy and procedure for the return of goods to be evaluated or repaired.

POLICY

It is the policy of ITRON, Inc. that no returned materials would be accepted from any end user without a Return Material Authorization (RMA) number clearly visible on the exterior of the shipping container. Returned materials using the RMA number constitutes an agreement to comply with this policy and procedure. Goods received that are not in compliance will be returned to the end user and any cost incurred will be invoiced to the end user.

PROCEDURE

1. Prior to shipping, the end user will contact ITRON, Inc. to request a RMA number. The request will identify the material(s) to be reviewed, and state that the device(s) **have been cleaned and** are empty and free of all process and cleaning substances and provide Material Safety Data Sheets (MSDS) for the substances in the device(s), **unless the process fluid is Water**
2. The end user will contact ITRON, Inc. for instructions on opening any closed cavity if a leak into the closed cavity is suspected.
3. ITRON, Inc. will not accept any goods wetted with process or other fluid unless the MSDS has been submitted in advance for review and written approval.
4. The returned material(s) must be:
 - (a) fully and accurately described by the proper shipping name;
 - (b) properly classified, packed, marked and labeled, and;
 - (c) in proper condition for transport by highway according to applicable international and national government regulations, the laws and regulations of the State of South Carolina and all other applicable laws and regulations.

END USER CERTIFICATION

I certify that this document and all attachments were prepared under my direction or supervision in accordance with a system designed to assure that qualified personnel properly gather and evaluate the information submitted. Based on my inquiry of the person or persons who manage the system, or those persons directly responsible for gathering the information, the information submitted is, to the best of my knowledge and belief, true, accurate, and complete.

I am aware that violation of the policies and procedures of ITRON, Inc. will result in return of material(s) to the end user; and are subject to the possibility of penalties from the applicable international and national government regulations and the laws of the State of South Carolina; and agree to indemnify ITRON, Inc. for any loss or expense resulting from violation in the policies of ITRON, Inc.

Upon compliance with the above steps, the shipper will place a signed copy of this form with the ITRON, Inc. address and RMA number visible along with all appropriate MSDS and additional information requested.

Signature: _____ **Date:** _____

Print Name: _____