

Return Procedure (RMA)

Mueller Water Products

Instructions for Submitting through our online Returns portal.

This document contains instructions on filling out the Mueller RMA form located online.

The form is 2 pages long.

- The first page asks for contact and order information
- The second page asks for information about the product(s) to be returned,

1. Go to <http://muellersystemsreturns.com>

2. Fill out form. All Bold fields must contain information

a. In the Original Order Information, if date purchased is unknown, use last day of year purchased.

b. Enter any order information if known. This helps with expediting when necessary

3. Click **Continue**

(See next page)

The screenshot shows the 'Product Return Request' form for Mueller Systems. The form has a header with the Mueller Systems logo and the title 'Product Return Request'. Below the header is a section titled 'Product Return Instructions' which contains text about the need for specific information and contact details for customer care. The form is divided into two main sections: 'Contact Information' and 'Original Order Information'. The 'Contact Information' section includes fields for Utility Name, C/O Address1, Address2, City, State, Postal Code, Person to be Contacted, Contact Phone #, Send Authorization to (Email Address), and CC Email. The 'Original Order Information' section includes fields for Approx. Date of Purchase (mm/dd/yyyy), How Product Was Ordered (Distributor or Direct from Mueller Systems), Mueller Systems Shipping Order #, Mueller Systems Invoice #, Mueller Systems Purchase Order #, Customer # (if known), and Request Type (Select One). The Request Type options are: Warranty Repair/Replace, Warranty Test and Evaluation Report Only — No Repair, Non-Warranty Shipping or Order Error (90 Day Limit), Non-Warranty Customer Request with Restock (90 Day Limit), and Special Request. A blue 'CONTINUE' button is located at the bottom right of the form.

Product Return Request

Product Return Instructions

In order to process your request correctly and efficiently we need to gather specific information before you return any Mueller Systems product that was delivered or has performed below normal quality standards. If you need assistance completing this form or returning the product, please contact **Customer Care** 800-323-8584 or email customer care@muellersystems.com.

Please provide the details requested herein as completely and accurately as possible. Once this information has been received, you will be contacted by Mueller Systems with instructions on how and where to return the product. **Fields marked with an asterisk (*) are Required Fields**, and must contain the information requested in order to properly process your request. Thank you!

Contact Information

*Utility Name:

*C/O Address1:

Address2:

*City: *State: *Postal Code:

*Person to be Contacted:

*Contact Phone #:

*Send Authorization to (Email Address):

CC Email:

Original Order Information

*Approx. Date of Purchase (mm/dd/yyyy):

*How Product Was Ordered: ☐ Distributor ☐ Direct from Mueller Systems

Mueller Systems Shipping Order #:

Mueller Systems Invoice #:

Mueller Systems Purchase Order #:

Customer # (if known):

*Request Type (Select One): ☐ Warranty Repair/Replace ☐ Warranty Test and Evaluation Report Only — No Repair ☐ Non-Warranty Shipping or Order Error (90 Day Limit) ☐ Non-Warranty Customer Request with Restock (90 Day Limit) ☐ Special Request:

CONTINUE

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4. Fill out form. All *Bold fields must contain information

- a. Enter serial #, if not available or unknown, enter "unknown"
- b. Symptom code: choose which is relevant.
- c. Failure code: choose which is relevant, or none
- d. Enter additional comments: example "need replacements"

5. Click ADD ANOTHER PRODUCT if more part numbers to enter.

6. Click REVIEW ENTRIES to review before you submit.

7. Click SUBMIT REQUEST when finished.

Mueller SYSTEMS Product Return Request

Product Information

Your contact information has been recorded.

*Product Type: ☐ Water Meter
☐ Electric Smart Meter
☐ Component Part
☐ Translator Register
☐ Direct Read Register
☐ AMR/HOT ROD (Mobile)
☐ AMI Mi.Net (Fixed)

*Part # / Description:

*Quantity (of same part number):

*Serial #:
(Insert a comma between multiple numbers)

*Was Product Installed: ☐ No ☐ Yes

*Symptom Code:

*Failure Code:

Additional Comment:

ADD ANOTHER PRODUCT REVIEW ENTRIES SUBMIT REQUEST

You will receive an email indicating a request for RMA is processing.

Once RMA is received, use return label and return product for evaluation and repair or replacement.