



**Hammond Valve  
Engineering Department**

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### **Return Goods Policy for Potentially Hazardous Material**

Any valves that have been in service which could be considered to contain potentially hazardous or harmful media, and are returned to Hammond Valve facilities for inspection or testing under our procedure for claimed defective product, must be identified as containing potentially hazardous or harmful material. In any return where this is the case, the following procedures must be followed:

1. The valves must be decontaminated. Any potentially hazardous or harmful material must be cleaned, flushed, or neutralized to make sure that Hammond Valve employees are not exposed to health or safety hazards when the valves are disassembled.
2. A letter from the end user's safety officer certifying that the valve was completely decontaminated and flushed, must accompany the shipment.
3. The "Product Complaint Report" form must identify the media and service conditions, and indicate whether the valve was exposed to potentially hazardous or harmful material while in service.
4. Safety precautions, MSDS sheet(s), and instructions for handling or for exposure to the material must accompany the "Product Complaint Report" form, so that Hammond Valve employees are aware of the proper methods and precautions in handling this material.
5. The shipper is responsible for proper precautions, instructions, and notifications when returning valves to Hammond Valve facilities.

Any shipment not meeting the criteria outlined above may be rejected by Hammond Valve and returned to shipper.

Please follow these instructions and/or notify the customer of these procedures whenever a valve is return to Hammond Valve facilities for inspection. Your help is necessary to prevent potential safety problems from occurring when valves are returned.

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