

WARRANTY CLAIM AND RETURN REQUEST CHECKLIST

For commercial and industrial Products | Based on Warranty and Product Specification Revision 2026-08A

START HERE: Email warranty claims to Service@SP1Fittings.com promptly and no later than fifteen (15) business days after discovery, and before the Warranty Period expires. Do not return any Product until SP1 Fittings Inc. issues a Return Goods Authorization (RGA).

1. Request Type and Purchaser Information

- ☐ Warranty claim - alleged defect in material or workmanship.
- ☐ Return request - unused standard-stock Product requested for credit.
- ☐ Third-party/OEM Product - original manufacturer's warranty process may apply.

Purchaser/company	Contact name and title
Email and telephone	SP1 Fittings Inc. invoice/order number
Date Product shipped	Date issue discovered / return requested

2. Product Identification

- ☐ Product description, SP1 Fittings Inc. part number and quantity are provided.
- ☐ Fitting size, dimensional standard, SDR and pressure class are provided.
- ☐ All fitting markings, labels and barcodes are photographed and preserved.
- ☐ Batch/lot number and resin or material information are provided where applicable.
- ☐ Manufacturer name and model/serial number are provided for third-party/OEM Products.

Product/part number	Quantity affected
Size / SDR / pressure class	Batch/lot / resin or material

3. Installation and Operating Information - Warranty Claims

- ☐ Installation date, project name and exact installation location are provided.
- ☐ Pipe manufacturer, size, SDR and lot information are provided.
- ☐ Installer name, training, qualification and certification are provided.
- ☐ System media, operating temperature and operating pressure are provided.
- ☐ Test pressure, surge conditions, vacuum, water hammer or other abnormal events are identified.
- ☐ System design, anchoring, restraint, support, alignment and relevant site conditions are described.

4. Electrofusion and Fusion Records - Where Applicable

- ☐ Processor and fusion-machine manufacturer, model and serial number are provided.
- ☐ Calibration/maintenance status and downloadable fusion record are attached.
- ☐ Required voltage, current, fusion time and barcode/manual parameters are documented.
- ☐ Power source/generator information and site power conditions are provided.
- ☐ Pipe preparation, scraping, cleaning, rerounding, alignment, clamping and cooling steps are documented.
- ☐ Photographs before fusion, during setup and after completed fusion are attached.

5. Failure Description and Supporting Evidence

- ☐ A written timeline describes discovery, operating conditions, leakage/failure and immediate actions taken.
- ☐ Overview, close-up and installation-context photographs are attached.
- ☐ The completed SP1 Fittings Inc. Investigation Report Form is attached, if requested.
- ☐ Relevant drawings, project specifications, inspection reports and test data are attached.
- ☐ Continued use has stopped where reasonably necessary to prevent further damage or ensure safety.

Failure/issue summary and date	Current Product/site status
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EVIDENCE PRESERVATION: Preserve the complete failed fitting, adjoining pipe and fusion joint, labels, packaging and all relevant evidence. Do not alter, repair, discard or destructively test evidence before SP1 Fittings Inc., its manufacturer or insurer has a reasonable opportunity to inspect it, except where immediately necessary for safety.

6. Inspection, Access and Cost Acknowledgments

- ☐ The Product, installation, records and evidence will be made reasonably available for inspection.
- ☐ No unauthorized testing, removal, repair or disposal has occurred, except as required for immediate safety.
- ☐ The Purchaser understands that claim submission or investigation is not an admission of defect or liability.
- ☐ The Purchaser understands that unauthorized costs will not be reimbursed.
- ☐ If an on-site investigation determines the failure is not covered, the Purchaser accepts responsibility for reasonable travel, transportation, labour, accommodation and investigation costs.

Attachment Index and Investigation Notes

List attached photographs, fusion records, drawings, reports, samples and any scheduled inspection details:

7. Return Request and RGA Eligibility

- ☐ Prior written approval and an RGA have been requested from Sales@SP1Fittings.com or Service@SP1Fittings.com.
- ☐ Product is current standard stock, clean, unused, uninstalled, complete and resalable.
- ☐ Product is traceable to the original SP1 Fittings Inc. invoice and remains in complete original packaging.
- ☐ Electrofusion Product remains in its original sealed plastic packaging.
- ☐ Product has not been stored outdoors or exposed to contamination, chemicals or hazardous substances.
- ☐ Product is not altered, assembled, cut, fabricated, installed, damaged, obsolete, discontinued, expired or specially marked.
- ☐ Product is not non-stock, special-order, custom-fabricated, modified, private-label or made-to-order unless SP1 Fittings Inc. has approved an exception in writing.
- ☐ The Purchaser understands that an RGA authorizes inspection only and does not guarantee acceptance or credit.

8. Return Shipment and Credit

- ☐ RGA number is shown on the shipment and a copy of the authorization is enclosed.
- ☐ Return will arrive before the RGA expires, normally thirty (30) days after issuance.
- ☐ Product is packaged to prevent damage and shipped freight prepaid unless SP1 Fittings Inc. agrees otherwise.
- ☐ The Purchaser retains risk of loss until SP1 Fittings Inc. receives and accepts the Product.
- ☐ The Purchaser understands that inspection, cleaning, repackaging, refurbishment, disposal, freight and restocking deductions may apply.

Return received after original shipment	Restocking fee
1-30 days	25%
31-180 days	35%
181-365 days	50%
More than 365 days	Not returnable

9. Certification and Submission

- ☐ The information submitted is complete and accurate to the best of the Purchaser's knowledge.
- ☐ The Purchaser has retained copies of the request, photographs, records and shipping documents.
- ☐ The request and supporting documents have been emailed to the appropriate SP1 Fittings Inc. address.

Purchaser representative signature	Date
SP1 Fittings Inc. RGA/claim number	SP1 Fittings Inc. received by / date

REFERENCE: This checklist is an administrative aid only. Warranty coverage and return eligibility are governed by the SP1 Fittings Inc. Limited Warranty and Returns Policy, Revision 2026-08A, applicable Product documents and the terms of the sale.