

CYLINDER RETURN REQUEST

Document v 1.05 240925

WARNINGS:

CAC Gas will **not accept** any return of cylinders which;

- 1) are not accompanied by a valid RMA Number. Returns without a valid RMA Number will be rejected and returned to sender. Complete this form and return for approval.
- 2) were not originally supplied by CAC Gas. Returned cylinders from other manufacturers will be rejected and returned to sender.
- 3) are classified under Class 2.3 *Toxic Gas*

Do not de-valve, drain, or puncture cylinders unless otherwise instructed.

Do not remove labels.

PROCESS:

- If you are an experienced DG shipper, and will send the shipment via your own means, you may fill out only the *List of Cylinders* section on Page 3, sign, and return for RMA approval. Otherwise, continue from step 2.
- Determine a list of cylinders to be returned, including their part numbers* and quantity.
- Record the *UN Number** and the *Proper shipping name** for each type as found on the cylinder label. e.g. *UN1956 Compressed gas, n.o.s. (oxygen, nitrogen mixture)*
- Pack the products into sturdy packaging (see *Packing Guidelines* on Pg2)
- Fill out *List of Cylinders* and *Description of Packages* on page 3 to describe the shipment using information from steps 2-4.
- Sign the form and send to cac@cacgas.com.au for approval.
 - The form will be returned to you with an **RMA Number** included. Clearly mark your shipment with your RMA Number.
 - We will provide you with a **DG Declaration** and **Package Label(s)**. Ensure each Package Label is affixed to the relevant package, and the DG Declaration is signed and handed to your driver at time of collection.

PACKING GUIDELINES

All products must be packed according to *The Australian Code for the Transport of Dangerous Goods by Road & Rail (ADG Code)*. Senders are responsible for packing in accordance with regulations and are open to liability if packed incorrectly.

All cylinders must be packed securely.

Non-refillable cylinders, and high-pressure cylinders equal to or less than 10L water capacity may be returned in cartons. All products must be securely packaged in such a way that they will not move around during transport, and cartons must be suitably strong. CAC Gas can supply cartons if required.

High-pressure cylinders of a capacity greater than 10L water capacity must be packed on a pallet or sent in a cylinder stillage.

CAC Gas can supply pallets to suit cylinders up to 7x 50 Litre water capacity cylinders. CAC Gas can accept cylinders in stillages but will not cover the freight cost of cylinders sent in a stillage, or the return of the stillage to the consignee. If stillages are not collected in a timely manner, storage charges may be incurred.

Single packages, including stillages, must not weigh more than 1250Kg (12x 50L cylinders).

When packing on a pallet;

- Lay cylinders horizontally.
- Ensure no part of the cylinder or valves overhang the edge of the pallet.
- Ensure all cylinders are fitted with valve protection caps or collars.
- Lay cylinders in a maximum of two layers, in a pyramid configuration.
- Cylinders must be strapped to the pallet with high-strength polymer/metal strapping, or suitable ratchet straps. Nylon hand-strapping is not acceptable. The pallet must be strong enough to secure the strap without deforming.
- Handwheels on dual-port valves are removeable. Please ensure all handwheels are safely secured.

CAC Gas reserves the right to refuse delivery of packages not packed in accordance with the above guidelines.

