

The background of the cover is a photograph of a vast field of green grass under a clear blue sky. The grass is blowing in the wind, creating a sense of movement. The sky is a solid, deep blue. A white rectangular box is centered in the upper half of the image, containing the word "RAVEN" in blue capital letters.

# RAVEN

DEALER HANDBOOK



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Dealer Number: \_\_\_\_\_

RavenHelp user name: \_\_\_\_\_

Back Office user name: \_\_\_\_\_

Slingshot® user name: \_\_\_\_\_

Raven SmartQuote user name: \_\_\_\_\_

Technical Service Access Code: 6321

# CONTACT INFORMATION

## Raven Websites

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[www.ravenprecision.com](http://www.ravenprecision.com)  
[www.ravenhelp.com](http://www.ravenhelp.com)  
[www.ravenslingshot.com](http://www.ravenslingshot.com)  
[www.smartquote.ravenind.com](http://www.smartquote.ravenind.com)

## Locations

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### Raven Industries - Corporate Headquarters

205 East 6th Street Phone: 800-243-5435 or 844-517-9281  
 Sioux Falls, SD 57104 E-mail: [atdinfo@ravenind.com](mailto:atdinfo@ravenind.com)

### Raven Industries - Innovation Campus (Research and Training Facility)

47513 254th St  
 Baltic, SD 57003

### Applied Technology Division - Sioux Falls (Manufacturing and Product Service Facility\*)

1101 W Algonquin St  
 Sioux Falls, SD 57104

### Applied Technology Division - Texas (Research Facility)

2300 Greenhill Drive, Suite 100  
 Round Rock, TX 78664

### Applied Technology Division - Canada

#1 Bangor Rd, PO Box 419 Phone: 800-793-2155  
 Stockholm, SK SOA 3Y0

### Applied Technology Division - Europe (Manufacturing and Product Service Facility\*)

Hoornseweg 22 Phone: +31-0227-54-93-00  
 1175 RB Middenmeer, Netherlands

*\*Go to [ravenprecision.com](http://ravenprecision.com) or [ravenhelp.com](http://ravenhelp.com) for Authorized Product Service Centers worldwide.*

# DEALER DISCLAIMER

Possession of this handbook does not grant dealer status. The products available for sale to each dealer may vary based on the relationship between Raven and the dealer, whereas the dealer may not have access to the full Raven product line. Contact your Account Manager for more information.

While every attempt is made to ensure accuracy, Raven Industries reserves the right to change and/or correct any information or terms/conditions as necessary, without notification.

Raven also reserves the right to terminate a business relationship at any time and refuse a request to open a new Raven dealer location.

# DEALER EXPECTATIONS

The dealer must notify Raven prior to any change in ownership, top management, or structure of business. Raven will evaluate all presented and requested information and make a decision to either continue or cease the business relationship. This will be at Raven's sole discretion.

The dealer will be the primary point of contact for the end user; Raven encourages all dealers and OEMs to collect end user information for any potential follow up sales or service calls.

All dealer personnel must demonstrate honest, fair, and ethical behavior while dealing with Raven and Raven products. Raven may elect to discontinue the business relationship if this behavior is not observed.

It is the dealer's responsibility to provide loaner equipment to end users if this service is desired by the dealer. Raven does not offer end users or dealers loaner equipment. However, dealers have the opportunity to purchase equipment at a discount for loaner purposes. Please see section regarding demo and loaner equipment for more information.

Raven dealers are expected to represent Raven to the end user. This includes, but is not limited to, representation at trade shows, in showrooms, at open houses, at farm demos, and other opportunities.

Raven dealers are expected to service and support what they sell. This includes sales follow up, product training, and submission of warranty claims and repair requests. Referring end users to contact Raven is not advised and may lead to a discontinued relationship if the trend continues.

Raven dealers are required to attend training and service schools in order to better support and promote Raven products to the end user.

# RAVEN BRAND GUIDELINES

## The Raven Brand

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The Raven brand is an “umbrella” brand symbolizing the shared values and traits common to the different products and services of the Applied Technology Division of Raven Industries, Inc. The brand itself is depicted visually by the Raven logo and other key brand-building elements as designated in the Raven Brand Guideline. For a complete copy of the Raven Brand Guideline, please contact email [raven.marketing@ravenind.com](mailto:raven.marketing@ravenind.com) for an electronic copy.

## Raven Brand Promise

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To advance agriculture by developing, supporting and delivering a complete range of innovative, state-of-the-art precision ag products and services to growers and custom operators through a global network of Raven brand dealers and other equipment manufacturers. The Raven brand strives to deliver on its brand promise by:

- Improving customer productivity
- Improving customer efficiency
- Improving customer profitability
- Simplifying equipment design and operation
- Providing opportunities for customer growth and expansion
- Enhancing environmental stewardship

## Raven Brand Character

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The Raven brand is always relevant, approachable, easy to understand and professional. Key brand qualities include:

- Leadership
- Innovation
- Simplicity
- Reliability
- Customer Focused
- Service Oriented
- Environmentally Responsible

## Graphic Elements

The Raven Brand Program is defined by the key elements listed below. Each is covered separately in these guidelines in greater detail to ensure proper application and consistency throughout the program for maximum effect.

1. Raven Logo
2. Product Categories
3. Product Names and Logotypes
4. Program Colors
5. Program Graphics

*Note: Raven's original product logos, Precision Solutions logo, and the "Simply improving your position" tag lines are no longer part of the Raven Brand Program and should not be used on Raven brand materials.*



### 1. Raven Logo

The Raven logo signifies the qualities and character of the Raven brand. To maintain consistency and build brand equity, the Raven logo should be reproduced according to these branding guidelines from digital artwork provided as part of the Raven Brand Program.

- Do not stretch, distort, or otherwise alter the Raven logo in any way.
- Do not use the Raven logo as part of a sentence or headline.
- Always use the trademark name (Raven) in these situations.



Figure 1. Never expand the logo.



Figure 2. Never condense the logo.



Figure 3. Never use the RAVEN letters on their own without the block



## Black and White Logo Usage

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When using the Raven logo the only acceptable color is Raven blue (PMS 3015C) unless printing is being done only in black and white. At that time, a black and white logo may be requested for use.



Figure 4. Black and White logo.

## Raven Logo Used in Block Form

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Block Form: White reversed “Raven” logotype in a solid Raven blue rectangle (Pantone 3015 C). The relative size, scale and position of each element are specified and cannot be altered. In this form, the Raven logotype must be white and cannot be colored in any way.

The Raven brand signature should always be reproduced according to program guidelines with digital artwork provided as part of the Raven Brand Program.



Figure 5. Raven logo: block form.

## Use by Dealers

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Raven products should always be associated with the Raven brand name or logo to maintain the proper relationship between the Raven brand, its products, and authorized third-party interests, including Raven brand dealers.

In third-party situations, the product logotype with the descriptor “By Raven” should be used on all materials, including print advertising, product literature, equipment catalogs, etc. Digital artwork for each product logotype with the descriptor “By Raven” is available by contacting [raven.marketing@ravenind.com](mailto:raven.marketing@ravenind.com).



Figure 6. Product logotype with Raven name.

# CO-OP MARKETING PROGRAM

This Raven brand Co-op Marketing Program has been created to provide authorized dealers with sponsorship of marketing expenses incurred through advertisements and show presence relating to Raven products. The goal of this program is to strengthen the awareness and development of Raven dealers in the market they serve.

## Program Details

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- Not all advertisements or events will be given sponsorship.
- Sponsorship must be confirmed before advertisement or event takes place.
- Artwork approvals are good to be used for 90 days from date of approval unless otherwise agreed upon. (This ensures artwork, branding and product images are up to date)
- Raven products must be included in the marketing endeavor to be eligible for sponsorship.
- Sponsorship reimbursement is based on Raven's discretion on a case-by-case basis. General rule for reimbursement will be 25-50%, up to \$2,000, for Raven exclusive ads. If Raven does not represent 50% or more of the ad, reimbursement percentage may be lower.
- Request for reimbursement must take place within 60 days of ad placement (date the ad runs).
- Reimbursement will take the form of a credit to the dealer's account.
- Each request for sponsorship must be submitted in accordance to the Approval Process outlined below.
- Program applies to advertising media only (print, radio, web, tradeshow).

## Approval Process

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A simple 4-step process has been established to ensure the proper implementation of the Co-op Marketing Program. Please reference the Raven Brand Guidelines (pages 7-9) when creating advertisements.

1. Submit artwork or other marketing assets for review to the Raven Marketing Communications Specialist prior to ad placement.
2. Artwork will be reviewed and feedback and/or approval will be provided within 48 hours of receipt.
3. Once approved, the Marketing Communications Specialist will respond if sponsorship will be granted. Artwork is then cleared for your local printer or media outlet.
4. Submit marketing assets review form (page 40), a PDF of the ad, and the invoice from the publication or other media outlet within 60 days of placement (ad run) to the Marketing Communications Specialist.

## Contact Informaton

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Kristin Payne, Marketing Communications Specialist  
 Raven Industries Applied Technology Division  
 205 E 6<sup>th</sup> Street  
 Sioux Falls, SD 57104 USA  
 Phone: 1-605-331-0372  
 Fax: 1-605-331-0426  
 Kristin.Payne@ravenind.com *(make sure to put Co-op Advertising in the subject line)*

# SERVICE AND AVAILABLE RESOURCES

Raven Applied Technology stands behind every product with exceptional support and customer service. We offer a variety of resources including product support documents, an expansive Knowledgebase, access to knowledgeable Technical Service Specialists, and more.

## RavenHelp.com

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- Product Documentation
  - Service Manuals
  - Application Drawings
  - Quick-Start Guides
  - Specification Sheets
  - Replacement Parts
- Product Registration
  - Extended Warranty
- Knowledgebase Articles (searchable self-support database)
  - New articles
  - FAQs
  - Bulletins
  - Tech Tips
- Software Updates
- Activation Key Request
- YouTube "How To" Videos (<http://www.youtube.com/user/precisionsimplified>)
- Calculators
- Product Service
  - Authorized Product Service Centers
  - Cleaning/Chemical Identification

## RavenHelp.com Dealer Specific Resources

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*\*Dealers have access to all of the above features, including additional features below.*

- Back Office
- Service School
  - Information and Dates
- SmartQuote
- Live Chat with a Technical Service Specialist

## Raven SmartQuote (RSQ)

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RSQ is a dealer tool for product configuration that streamlines the quoting process for Raven products. The link to RSQ can be found in the Dealer Home of RavenHelp.com. Registration is required to use RSQ and is located on the login page at [smartquote.ravenind.com](http://smartquote.ravenind.com). For questions, please email [smartquote@ravenind.com](mailto:smartquote@ravenind.com).

RSQ is available through Dealer Home on RavenHelp.com or via <http://smartquote.ravenind.com>.

## Back Office Features

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- Bill of Materials
  - A query list of raw materials, components, parts, and pricing information.
- Bulletins
  - Contains published dealer newsletters, the Dealer Handbook, and product information lists from the Raven Marketing department.
- Co-op Ad Dollars *\*Platinum partners only.*
  - Track co-op advertising dollars.
- CruiserCare
  - Register your Cruiser for an additional cost, and replace for a new one in the event of a product malfunction.
- Forms
- Item Inquiry
  - Type in a specific part number and get a list price on it.
- Notifications
  - Opt in to receive notifications to see when an order has been placed, changed, or shipped.
- Validation Codes
  - Field Computer Validation Code list
- Order History
  - View all purchase orders, access invoices, tracking information, and check order status
- Price Book
  - Download the current prices on Raven products.
- Returns (RMA)
  - Receive an RMA number instantly for items you wish to return for service
  - Submit a Platinum Partner claim form
  - Submit a 60-Day Warranty claim form
  - Check RMA status on both repair and credit RMAs
  - **IMPORTANT:** *Product cannot be returned to Raven without an RMA number. Any request for credit must be made through your Customer Support Specialist, unless it is a Platinum Partner or 60-Day claim. These can be submitted via the online forms and your Customer Support Specialist will provide the RMA number.*

Back Office is available through Dealer Home on RavenHelp.com or via <http://backoffice.ravenind.com>.

## Raven Product Guide App

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Available for the iPad market, Raven has introduced a guide to our precision agriculture products. This app contains 360 degree product views, product information, and videos.



Raven App Icon



## Raven Social Media

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### Facebook - Twitter - YouTube - Google+

At Raven, we encourage our dealers and customers to follow us on Facebook, Twitter, YouTube, and Google+ for updates and industry trends.



<http://www.facebook.com/ravenprecision>



@RavenPrecision  
@RavenSlingshot



<http://www.youtube.com/precisionsimplified>



<http://plus.google.com/+Ravenprecision/>

## What to Post

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- Pictures and Videos of Raven Experiences - We always love to see our customers' adventures, both in person and on social media.
- Questions - Ask a question about Raven, our products, or precision agriculture in general. Post it on our Facebook wall or use our Twitter handle and see what others have to say.
- Raven Experiences - We love to hear feedback, both positive and negative. However, if you've had a negative experience, you will get the quickest response by e-mailing us directly at [raven.marketing@ravenind.com](mailto:raven.marketing@ravenind.com).

## YouTube

With our products being consistently updated, we have now started to post training aids and videos on our YouTube page in order to better assist our customers.

## What Not to Post

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- Off topic posts should be related to respectful and lawful enjoyment of the agricultural community in general.
- Explicit/hate speech
- Links and advertisements - All posted links and advertisements will be removed.
- Photos or videos of an offensive nature
- Private company information

*\*If you repeatedly post material that falls into the above categories, you will be blocked from participating on these pages. These pages are for everyone to enjoy and get useful information about our company and how it works.*

# SERVICE SCHOOL & TRAINING

We would like to invite you to attend the Raven University of your choice. There are different options available depending on your needs. You can view the training schedule by going to [RavenHelp.com](http://RavenHelp.com), click on “Dealer Home” at the top of the webpage, and then log in. After logging in, you can view the service school schedule under the Service Schools tab. If you do not have a dealer log in, you can request one by clicking on “Dealer Home” on [www.RavenHelp.com](http://www.RavenHelp.com).

## Introduction to Raven-Level 1 Training

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This course is recommended for anyone new to Raven, new to precision agriculture, sales oriented with little technical service, or who would like a “refresher” on Raven products in general. This is an introductory course that will be a great precursor for precision agriculture and Raven products. It will also serve as a prerequisite for the technical sessions with the opportunity to “test out,” thus allowing you to register for our new technical training sessions.

### ***Products Covered:***

- Flow Controls
- CANbus systems
- GPS
- Viper® 4
- Viper Pro™
- Envizio Pro II®
- Cruizer II™
- SmarTrax™ & SmarTrax™ MD Steering
- AutoBoom®
- Injection Systems
- AccuFlow™
- ISObus Systems
- Slingshot®
- Hawkeye™
- SmartYield™ Pro
- SBG Product Overview



## Service Technician-Level 2 Training

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This course is intended for the service technician or anyone needing to learn more advanced functionality and troubleshooting techniques. It is expected that anyone who attends this session has either attended or tested out of the Introduction to Raven – Level 1 Training, or has industry experience that covers the curriculum from the Level 1 Training. This training is designed to provide a more comprehensive, technical and practical approach to the Raven product line.

***Please note that each attendee will be required to take a pre-test prior to attending this training.*** This will allow the training team to analyze the results and focus on the areas which matter most. The post-test, in addition to being graded on the labs, will provide comprehensive results, better preparing attendees for day to day operations.

### ***Products Covered:***

- Flow Controls
- CANbus systems
- GPS
- Viper® 4
- Viper Pro™
- Envizio Pro II®
- Cruizer II™
- SmarTrax™ & SmarTrax™ MD Steering
- AutoBoom®
- Hawkeye™

## Slingshot® University

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Attendees will excel in the success of Slingshot once they graduate from this training. They will learn the complete process of simple file management, field hub activations, using the Slingshot website, and RTK corrections. A large part of this training will be a “hands on” experience.

### ***Products & Subjects Covered:***

- File management
- File transfers
- Variable rate map transfers
- Fleet management
- Remote support
- Modem activation/programming
- RTK systems
- Base Station setup
- Receiver recommendations/updates

*Raven Industries reserves the right to modify course agenda or material presented with no notification to the attendee. Please call 1-800-243-5435 if you have additional questions regarding the training.*

# ROLES AT RAVEN

## Account Manager

Our Account Managers work closely with dealers and OEMs to make sure they get the tools and support they need to successfully sell and represent Raven products in their territory. Each Account Manager is a field expert in agriculture and precision technology. They are specially trained and equipped to provide Raven dealers and OEMs with industry leading support and training.

## Customer Support Specialist

Our Customer Support Specialists handle incoming sales inquiries, such as price and availability of parts, place orders, process warranty claims, and inventory return requests. They work closely with dealers to keep them informed of any order issues that need immediate attention. They also stay in close communication with the Account Managers to ensure that the best possible service is being provided to our dealers.

## Technical Service Specialist

Our Technical Service Specialists are part of an in-house team of experts, uniquely qualified to assist Raven dealers with technical expertise on all matters pertaining to Raven products and related systems. Raven dealers and OEMs are given priority status over their customers that contact Raven. This enables each dealer and OEM to quickly reach a Technical Service Specialist for support. For this reason, the dealers' and OEMs' customers are advised to contact them directly to allow Raven to continue to provide prompt and efficient support.

# RAVEN TECHNICAL SERVICE

## Technical Service Hours

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### ***Phone Support - United States***

- 1-800-243-5435
- Monday-Friday 7:00 am to 8:00 pm (GMT-6) *\*includes after-hours support hours*
- Saturday 7:00 am to 4:00 pm (GMT-6) *\*includes after-hours support hours*

### ***Phone Support - Europe***

- +31-0227-54-93-00
- Monday-Friday: 7:00 am to 8:00 pm (GMT+1)
- Saturday: 8:00 am to 2:00 pm (GMT+1)

### ***Live Chat Support - United States***

- Monday-Friday 8:00 am to 5:00 pm (GMT-6)
- English only
- Log in to Dealer Home

### ***\*After Hours Support - United States***

- Monday-Friday 7:00 - 8:00 am and 5:00 - 8:00 pm
- Saturday 7:00 am to 4:00 pm
- Access Code **6321**

End users and non-dealers will receive phone support Monday-Friday 8:00 am to 5:00 pm (GMT-6).

After-hours support has been made available to direct Raven dealers and distributors in order to improve your ability to contact a Technical Service Specialist while reducing your wait time. Our dealers are the first line of support and we will continue to promote non-dealers to contact you while we provide you with the tools needed to support your customers.

To access the Raven dealer after-hours support, you will need to verify your dealer status using an access code (provided above). Your code will ensure that you will receive access to a knowledgeable Technical Service Specialist during after-hour support times (shown above). Simply input the access code after calling in to Raven Technical Service.

*Should you give out your access code to any unauthorized personnel, your privileges for after-hours support will be revoked immediately resulting in limited availability (Monday-Friday 8 am - 5 pm).*

## How to Contact Raven Technical Service

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- Call 1-800-243-5435 (US) or +31-0227-54-93-00 (Europe) - specify that you are a Raven dealer or use the access code
- Ask an Expert at [www.RavenHelp.com](http://www.RavenHelp.com) - does not require login to Dealer Home
- Live Chat at [www.RavenHelp.com](http://www.RavenHelp.com) - requires login to Dealer Home

### ***Best Phone Support Practices***

To ensure the highest quality response to your product support issues, please provide the following information when calling in for technical service:

- Your full name and dealer name
- Specific description of the issue, including the type of Raven equipment on the machine
- Case number if applicable
- Machine and product details such as software version, machine specifics, etc.

### ***Examples of information to provide when calling in:***

#### **Example One:**

***Raven Support:*** "Thank you for calling Raven Industries, this is Betty."

***Dealer Representative:*** "Hi Betty, this is Bob Smith with ABC Ag Equipment. I need help with an SCS4400 that won't apply product."

***Raven Support:*** "Thank you Bob, I will transfer you to Technical Service."

#### **Example Two:**

***Raven Support:*** "Thank you for calling Raven Industries, this is Betty."

***Dealer Representative:*** "Hi Betty, this is Bob Smith with ABC Ag Equipment. I need help with a few part numbers."

***Raven Support:*** "Thank you Bob, I will transfer you to Technical Service."

In the examples above, the calls will be routed appropriately based on the status (Platinum, Silver or Authorized) of the dealer calling in.

# PURCHASE ORDER SUBMISSIONS

1. Email to [ATDSales@ravenind.com](mailto:ATDSales@ravenind.com) or direct to your Customer Support Specialist.
2. Fax an order to 605-331-0426 (U.S) or 1-306-793-2156 (Canada).
3. Place your order online through Raven SmartQuote.

## Purchase Order Requirements

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All purchase orders (PO) must meet the following requirements for Raven to process:

- Must be a minimum of \$50 (dealer net).
- Must be typed and sent to Raven via one of the 3 methods listed under "How to Place an Order".
- Handwritten orders will not be accepted.
- Raven must legally have a hard copy of every PO because it serves as the dealer's approval to place an order, which is why Raven cannot accept orders over the phone.
- Must include the following information:
  - Purchase Order Number
  - Bill to Address
  - Ship to Address
  - Ship Method (UPS, FedEx, Conway, etc.)
  - If going collect (i.e. UPS collect), your dealer/account number must be on the PO
  - Ship forwarder information for outside of US
  - Incoterms® 2010 (International only)
  - Requested Ship Date
  - Part Number/Description
  - Quantity
  - Price
  - Contact Name/Phone Number and or E-mail Address
  - Ship Complete or Back order

## Purchase Order Policies

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- Drop shipments direct to end users will be charged an additional \$20 per purchase order (US only).
  - Dealer locations are exempt.
  - Identified sub-dealers are exempt. Work with your Customer Support Specialist to ensure your sub-dealers are clearly identified within Raven.
  - All drop shipments to end users, regardless of order amount, must pay the \$20 drop ship fee.
- Pricing is subject to change without notice.
- All shipping is FOB Raven Sioux Falls (US only).
- Possession of a Raven Price Book does not permit the party to purchase items listed.
- Any order changes or cancellations must be made at least **72 hours prior to scheduled ship date**.

## Purchase Order Automatic Notifications

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All dealers must be signed up to receive notifications through Back Office, which will allow you to receive automatic updates on order changes, order acknowledgements, and shipment notifications. If you do not think you are receiving these notifications, please contact your Customer Support Specialist for assistance.

# RAVEN PLATINUM PARTNER PROGRAM

## Program Overview

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The Raven Platinum Partner program is designed to recognize and reward dealers and distributors that share in Raven's value of outstanding service and support, as well as offering the complete line of Raven precision products. Dealers who meet certain sales and support criteria will be recognized on Raven's website dealer locator as a Platinum Partner, and receive additional benefits.

In addition to our Platinum Partners, we do recognize a second tier of dealers who may not meet the sales criteria, but still offer outstanding service and support to their customers. These dealers are recognized as a Silver Level Dealer and it is our goal to work with them to achieve Platinum status.

This year, we are excited to announce enhancements to our program to provide additional value and benefits to our Platinum Partners. Please contact your Account Manager with questions.

## Platinum Partner Benefits

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- Labor credit program
- Demo equipment discounts
- Recognition as Platinum Partner on [RavenPrecision.com](http://RavenPrecision.com)
- Eligible for co-op advertising
- Free training credit per location every 12 months
  - Credits do not roll over year to year
- Priority queue for technical service calls
- Raven Account Manager support



## Platinum Partner Labor Credit Program

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The intent of this program is to provide additional cost coverage for diagnostic work performed by our Platinum Partners on qualified Raven products. The dealer must be current with their Platinum Partner training in order to take advantage of this policy. The requirement is to attend training every 18 months.

### **Qualifying Products**

1. All product families that fall under the Raven Limited Warranty policy and are a minimum of \$500 net dealer cost qualify to receive the additional labor credit.  
*\*See the Return Material Authorization section of this handbook for details on how to receive credit.*
2. Products that do **not** qualify for the labor credit are any items that fall under the Raven Extended Warranty policy, (cables, hoses, remanufactured items, Cruizer™, AccuFlow™, SCS Consoles, and all other products under \$500 net dealer cost). These products may still be processed under our normal warranty processes, but will not qualify for the additional labor credit.
3. In no case will a claim be approved that does not fall within the warranty coverage period as outlined in the Raven Limited Warranty policy (page 38).
4. In no case will a claim be accepted for systems utilizing cabling not manufactured and/or approved by Raven.
5. The product must have been purchased by the dealer who is submitting the claim to qualify for the labor credit.

## Platinum Partner Service/Support Requirements

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- Dedicated Account Manager
  - Person knowledgeable in sales and service on all Raven precision ag products
  - Account Manager to attend specialized Raven Account Manager training every 18 months.
  - Eligible to send 2 individuals from your company to Account Manager training
- Employ in-field support person(s)
- Dedicated service truck
- Tier 1 or Tier 2 account (minimum \$300,000 in annual sales)
- Host a Raven service or customer open house annually
- Raven signage in store front, as well as displayed at tradeshow

## Platinum Partner Sales Requirements

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- Minimum of 5% of total sales in 4 of 7 product families
  - Application Controls, Boom Controls, Guidance/Steering, Field Computers, Planter/Seeder Controls, Harvest Controls, and Slingshot
- Loyalty program for dealers that commit to selling Raven precision products exclusively
  - Dealers who qualify under the loyalty program can bypass the 5% category
- Annual growth plan established with an Account Manager
- Raven brand audit performed every 24 months

## Silver Dealer Benefits

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- Second tier priority for technical service calls
- Recognition as Silver Dealer on RavenPrecision.com
- Free training credit per location every 12 months
  - Credits do not roll over year to year
- Raven Account Manager Support

## Silver Dealer Service/Support Requirements

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- Dedicated Account Manager
- Employ in-field service person(s)
  - Dedicated service truck
- Must attend Raven training every 18 months
- Host a Raven service or customer open house annually
- Raven signage in store front, as well as displayed at tradeshow

## Silver Dealer Sales Requirements

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- All tiers available

## Authorized Dealer Benefits

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- Recognition as authorized dealer on RavenPrecision.com
  - One free training credit per company every 18 months.

## Authorized Dealer Service/Support Requirements

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- Dedicated support staff
- Attend Raven training every 18 months

## Authorized Dealer Sales Requirements

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- All tiers available

# DEMONSTRATION AND LOANER EQUIPMENT

## Demonstration Equipment

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Dealers may qualify to purchase demo equipment at a discounted price if the intended use is for training or demonstration purposes. Products purchased for these purposes must be filled out with a **separate** purchase order, and denote it is for demo equipment.

1. Dealer may receive an additional 15% discount on demo purchases.
2. Products purchased as demo equipment must be used for training and/or demo purposes for at least 6 months prior to selling the demo unit for commercial use.
3. All demo equipment purchase orders must be approved by your Account Manager.
4. Raven Industries reserves the right to accept or reject any order.

## Loaner Equipment

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It is the dealer's choice whether or not to provide end users loaner equipment. If a dealer wishes to purchase remanufactured units to build their own loaner inventory, occasionally Raven will have select items available in our remanufactured inventory that dealers will be able to purchase at an additional 25% off their net cost of a new unit. To check availability of a specific remanufactured unit, please contact your Raven Customer Support Specialist.

## University and Research Equipment

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University and research institutes may qualify to purchase equipment at a discounted price if the intended use is for educational purposes. Products purchased for these purposes must be filled out with a **separate** purchase order, and denote it is for university or research institute use.

1. Institute may receive an additional 30% discount off the dealer net price.
  - a) To qualify, Raven must receive a written request from the institute. The request must include what the equipment will be used for (i.e. type of research, demo, etc.).
2. Raven must also be made aware/presented with any research data or findings achieved with the equipment.
3. The dealer is expected to support the sale just like any other sales (training, service, etc.).

# RAVEN RETURN MATERIALS AUTHORIZATIONS (RMAS)

Warranty and non-warranty claims must be generated in Back Office and returned to the auto-generated address on the claim.\*

All products used to apply hazardous chemicals (including CDA) must be properly cleaned and a Certificate of Decontamination must be included in the box prior to shipping. This is for the protection of team members handling contaminated products. Anything returned without being properly cleaned and/or missing the Certificate of Decontamination will incur a cleaning fee of \$250 and may delay processing of the claim.

- Proper cleaning and chemical identification techniques are provided at the end of this section for reference to ensure appropriate steps are taken by the dealer to clean the product.
- Please see the Forms & Policies section for a copy of Raven's Certificate of Decontamination.

*\*Shipments sent COD are prohibited and will be refused and returned to the sender.*

*\*\*Fee structure for non-warranty repair may vary based on repair center location. Fees stated in this document are in USD and are solely for items returning directly to Raven Industries, Inc.*

## Types of RMA Requests

1. Warranty Claims (obtained through Back Office)
2. Request for Non-Warranty Repair (obtained through Back Office)
3. Request for 60 Day Direct Warranty Replacement (obtained from your Customer Support Specialist; form located on Back Office)
4. Request for Platinum Partner Labor Credit\*
5. Request for Credit (stock return)\*

*\*All warranty claims must be submitted to Raven within 30 days of failure. Claims submitted for items that failed within the warranty period (as outlined in the 60 Day Program, Limited Warranty, and Extended Warranty) but were not submitted to Raven until after the warranty period expired will only be accepted if the claim was submitted within 30 days of the failure date. The dealer then has 30 days to return the product to Raven via the RMA number provided (either by Back Office or your Customer Support Specialist).*

## Warranty Claims

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For items under \$50 dealer net, dealer must submit the part number and Proof of Purchase to their Customer Support Specialist and Raven will send a replacement at no charge. Raven may or may not require the faulty item to be returned.

*For items over \$50 dealer net, please refer to the following steps.*

1. US dealers must obtain an RMA number from Back Office.
  - a) International dealers must refer to [www.RavenHelp.com](http://www.RavenHelp.com) for return locations, and instructions. Proof-of-Purchase (POP) is required prior to service and must be included in the box with the product when sent back to Raven.
2. After Raven has received and serviced the unit, the POP must be from the end user's transaction with the dealer/OEM.
3. Be sure to include the following information on the Back Office form to your Customer Support Specialist or International Warranty Center:
  - a) Company name, requestor's name, and contact information.
  - b) Part number, serial number, and revision
  - c) Detailed information of failure or symptom
4. Once the RMA is issued, the dealer must send product back with the RMA number referenced on the outside of the box, as well as any paperwork (including Certificate of Decontamination where applicable) inside the box, and it will be processed and returned as soon as possible.
5. RMAs are valid for a period of 30 days. If more time is necessary, a new RMA may need to be requested.

*\*Processes may vary by Warranty Center. Please verify process differences if working with a Warranty Center outside of the US.*

## Request for Non-Warranty Service

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1. Raven has various options for non-warranty service. In the US and Canada, dealers who use Back Office to generate their RMA claims will receive priority processing and pricing. For a full list of Raven non-warranty repair locations, please visit [www.ravenhelp.com](http://www.ravenhelp.com).
2. When generating an RMA in Back Office be sure to include the following information:
  - a) Company name, requestor's name, and contact information
  - b) Part number, serial number, and revision
  - c) Detailed information of failure or symptom
  - d) Indicate if an estimate is required

*\*A \$50 estimate fee may be charged in addition to any repair charges. To avoid the estimate fee and delays associated with the estimate process, understand that Raven will not service the item unless it is cost effective to do so. It is considered cost effective to service if the total charge is less than half the cost (dealer net) of buying a new unit.*
3. Once the RMA is issued, the dealer must send product back with the RMA number referenced on the outside of the box, as well as any paperwork (including Certificate of Decontamination where applicable) inside the box, and it will be processed and returned as soon as possible.
4. RMAs are valid for a period of 30 days. If more time is necessary, a new RMA may need to be requested.

## Request for 60 Day Direct Warranty Replacement

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Raven dealers and OEMs that have a Raven product failure within 60 days of retail sale may request a direct replacement and credit for the failed product. The 60 day period starts the day the product is invoiced to the end user and cannot be more than one year from the Raven ship date to the dealer. Software updates do not qualify for a 60 Day Direct Warranty Replacement. The dealer is expected to properly troubleshoot the unit to confirm failure prior to submitting a claim. Units that are received and deemed "No Failure Found" will be returned to the dealer, a \$75 diagnostic fee will be charged, and no credit will be issued. After confirming the failure, the dealer must submit the claim via Raven Back Office by following the steps below:

1. Log into the dealer portal of [www.RavenHelp.com](http://www.RavenHelp.com).
  - a) Click on Dealer Home at the top of the page.
  - b) Log in using RavenHelp credentials id dealer does not have a RavenHelp.
  - c) If dealer does not have a RavenHelp login, one can be created via the login page.
2. Once logged into RavenHelp, click on the Back Office link.
3. Log in using Back Office credentials.
  - a) If dealer does not have a Back Office login, please contact Customer Support for assistance.
4. Click on the 60 Day Claim link under the Returns (RMA) tab on the left side of page.
5. Fill out the form in its entirety, including the replacement Purchase Order number, which will be used to send a new replacement.
  - a) Dealer must send a hard copy Purchase Order to their Customer Support Specialist because claim forms cannot serve as the purchase order.
6. The online claim form will automatically be sent to their Customer Support Specialist for review and the dealer will be contacted with the RMA number upon approval.
7. Upon receipt of the RMA number from customer support, the dealer may return the faulty unit to:
 

Raven Industries, Inc.  
 Attn: ATD Product Service Center  
 RMA # \_\_\_\_\_  
 1101 W Algonquin  
 Sioux Falls, SD 57104
8. Raven will send a replacement unit upon receipt of a purchase order. Raven will pay the freight for standard ground shipments. Expedited freight will be paid for by the dealer.

## Request for Platinum Partner Labor Credit

The intent of this program is to provide additional cost coverage for diagnostic work performed by our Platinum Partners on qualified Raven product. The dealer must be current with their Platinum Partner training in order to take advantage of this policy. The requirement is to attend training every 18 months.

### ***How to Receive Credit***

There are 2 different types of claims under this program. The claim submitted depends upon the age of the product.

- Less than 60 days from retail sale: submit a 60 Day Return & Labor Credit Claim
- Over 60 days/less than one year from retail sale: submit a Warranty Repair & Labor Credit Claim

## Platinum Partner 60 Day Return & Labor Credit Claims

1. Complete the online claim form via Raven Back Office.
2. The form will automatically be sent to Raven for processing.
  - a) Claims submitted with "broken," "doesn't work," or similar vague comments in the "Failure Symptoms" area will be rejected. A more detailed description of what is wrong with the item will be needed prior to the claim being processed.
3. Raven will provide an RMA number to return the product.
4. Ship the product back to Raven, including the claim form, Proof-of-Purchase (POP), and RMA number.
5. If Raven confirms failure upon receipt, the dealer will be credited for the faulty item plus an additional \$200 labor credit.
6. If the item is deemed "No Failure Found," the item will be returned at the dealer's expense. No credit will be issued and the dealer will be charged a \$75 diagnostic fee.
7. If the item is returned to Raven without a POP, the original ship date from Raven to the dealer will be used. In some cases, this might mean it is out of warranty and charges may be incurred. Credits will not be given where charges are incurred due to lack of POP from the dealer. A POP is required with all claims.
8. To receive a replacement, dealer must provide the replacement Purchase Order (PO) number on the claim form and send the actual PO to their Customer Support Specialist. Raven cannot use the claim form as the PO.
9. Raven will send a replacement unit upon receipt of a purchase order. Raven will pay the freight for standard ground shipments. Expedited freight will be paid for by the dealer.



## Platinum Partner Warranty & Labor Credit Claims

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1. Complete the online claim form via Raven Back Office.
2. The form will automatically be sent to Raven for processing.
  - a) Claims submitted with "broken," "doesn't work," or similar vague comments in the "Failure Symptoms" area will be rejected. A more detailed description of what is wrong with the item will be needed prior to the claim being processed.
3. Raven will provide an RMA number to return the product.
4. Ship the product back to Raven, including the claim form, POP, and RMA number.
5. If Raven confirms failure upon receipt, the unit will be repaired and returned to customer or dealer. In instances where Raven is unable to repair the unit, the item will be replaced with a new one. A labor credit in the amount of \$200 will be issued upon shipment of the repaired unit back to the dealer.
6. If the item is deemed "No Failure Found," the item will be returned at the dealer's expense. No credit will be issued and the dealer will be charged a \$75 diagnostic fee.
7. If the item is returned to Raven without a POP, the original ship date from Raven to the dealer will be used. In some cases this might mean it is out of warranty and charges may be incurred. Credits will not be given where charges are incurred due to lack of POP from the dealer. A POP is required with all claims.

## Request for Credit

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Any request for credit on inventory items must be made through the dealer's Customer Support Specialist and the below information provided. Customer/dealer specific items are not eligible for credit return, even if the item was purchased within the last 18 months from Raven:

1. Part Number
2. Serial Number and/or Original Purchase Order
3. Quantity
4. Reason for return
5. Whether the item was purchased within a kit
  - a) Components of kits cannot be returned for credit. The entire kit must be returned.
6. Whether the item is new and in original packaging (the bag/box the item came in is unopened).
  - a) Product must be new and in original packaging to be considered for return.

After review of the information provided and management approval, credit will be issued with the following restock fees based on the number of months from the Raven ship date to dealer.

Number of Months from Raven Ship Date	Restocking Fee*
0-2	0%
2-6	15%
6-12	25%
12-18	50%
18+	NO RETURN

*\*Restocking fees are calculated as a percent LESS than what the dealer paid for the item. Items that are less than \$50 USD dealer net will not be approved for return.*

## Proper Cleaning & Chemical Identification Techniques

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**Warning:** Review the Material Safety Data Sheet (MSDS) prior to cleaning any contaminated items for proper personal protective equipment requirements. Failure to do so could result in serious injury or even death.

### ***Injection Pump Flush:***

For an operational pump system:

1. Drain or empty product injection tank.
2. Place three-way valve into "re-circulate" position.
3. Either fill injection tank with clean water or connect to a clean water "flush" tank.
4. Start injection system and pump approximately two gallons into injection tank.
5. Reposition the three-way valve to allow rinse mixture to be injected, and run at normal injection rate.
6. Repeat procedure three times (triple rinse) or until pump is free of all contaminants.

### ***For a non-operational or impossible to run system:***

1. First, connect a hose to the inlet manifold and run water through the pump assembly.
2. Remove the head bolts, heads, inlet/outlet manifolds, and flush with clean water three times (triple rinse).
3. Flush remaining chemical from cavity of the pump until water is clean and free of chemical.
4. For 063-0171-012, 063-0171-013, or 063-0171-967 pumps, drain oil reservoir prior to shipping.
  - a) The above 3 part numbers are obsolete and parts may not be available.

***Flow Meter Flush:***

For general flow meters (not including CDAs; RFM 5s):

1. Attach a clean water source to the inlet side of the flow meter.
2. Run clean water through for a minimum of two minutes or until water is free of contaminants.

For CDA flow meters (Old RFM 5; 063-0159-470):

\*The 063-0159-470 is obsolete and parts may not be available.

1. Prior to shipping, remove the electronics assembly cover by loosening four screws.
2. Gently pry off the lid and include in the package for repair.
3. Due to the hazardous nature of chemicals used in the CDA, a copy of the MSDS for the last chemical used must be sent with the unit before repairs can begin.

***Cleaning of Valves and Valve Motors used in Chemical Application Systems***

When shipping the valve motor only:

1. Remove cover from motor assembly, and send separated from the valve motor.
  - a) Failure to remove the valve from the motor can cause damage to the motor if the valve is forced past its stops.

When shipping the valve with motor attached:

1. Remove cover from motor assembly and send separated from the valve motor.
2. Verify that the ball valve is in the open position.

# RAVEN POLICIES & FORMS

## RAVEN

### Limited Warranty

#### ***What Does this Warranty Cover?***

This warranty covers all defects in workmanship or materials in your Raven Applied Technology Division product under normal use, maintenance, and service when used for intended purpose.

#### ***How Long is the Coverage Period?***

Raven Applied Technology products are covered by this warranty for 12 months from the date of retail sale. In no case will the Limited Warranty period exceed 24 months from the date the product was issued by Raven Industries Applied Technology Division. This warranty coverage applies only to the original owner and is non-transferable.

#### ***How Can I Get Service?***

Bring the defective part and proof of purchase to your Raven dealer. If the dealer approves the warranty claim, the dealer will process the claim and send it to Raven Industries for final approval. The freight cost to Raven Industries will be the customer's responsibility. The Return Materials Authorization (RMA) number must appear on the box and all documentation (including proof of purchase) must be included inside the box to be sent to Raven Industries.

#### ***What Will Raven Industries Do?***

Upon confirmation of the warranty claim, Raven Industries will (at our discretion) repair or replace the defective product and pay for the standard return freight, regardless of the inbound shipping method. Expedited freight is available at the customer's expense.

#### ***What is not Covered by this Warranty?***

Raven Industries will not assume any expense or liability for repairs made outside our facilities without written consent. Raven Industries is not responsible for damage to any associated equipment or products and will not be liable for loss of profit, labor, or other damages. The obligation of this warranty is in lieu of all other warranties, expressed or implied, and no person or organization is authorized to assume any liability for Raven Industries.

**Damages caused by normal wear and tear, misuse, abuse, neglect, accident, or improper installation and maintenance are not covered by this warranty.**

## RAVEN

### Extended Warranty

#### ***What Does this Warranty Cover?***

This warranty covers all defects in workmanship or materials in your Raven Applied Technology Division product under normal use, maintenance, and service when used for intended purpose.

#### ***Do I Need to Register My Product to Qualify for the Extended Warranty?***

Yes. Products/systems must be registered within 30 days of retail sale to receive coverage under the Extended Warranty. If the component does not have a serial tag, the kit it came in must be registered instead.

#### ***Where Can I Register My Product for the Extended Warranty?***

To register, go online to [www.ravenhelp.com](http://www.ravenhelp.com) and select Product Registration.

#### ***How Long is the Extended Warranty Coverage Period?***

Raven Applied Technology products that have been registered online are covered for an additional 12 months beyond the Limited Warranty for a total coverage period of 24 months from the date of retail sale. In no case will the Extended Warranty period exceed 36 months from the date the product was issued by Raven Industries Applied Technology Division. This Extended Warranty coverage applies only to the original owner and is non-transferable.

#### ***How Can I Get Service?***

Bring the defective part and proof of purchase to your Raven dealer. If the dealer approves the warranty claim, the dealer will process the claim and send it to Raven Industries for final approval. The freight cost to Raven Industries will be the customer's responsibility. The Return Materials Authorization (RMA) number must appear on the box and all documentation (including proof of purchase) must be included inside the box to be sent to Raven Industries. In addition, the words "Extended Warranty" must appear on the box and all documentation if the failure is between 12 and 24 months from the retail sale.

#### ***What Will Raven Industries Do?***

Upon confirmation of the product's registration for the Extended Warranty and the claim itself, Raven Industries will (at our discretion) repair or replace the defective product and pay for the standard return freight, regardless of the inbound shipping method. Expedited freight is available at the customer's expense.

#### ***What is Not Covered by the Extended Warranty?***

Raven Industries will not assume any expense or liability for repairs made outside our facilities without written consent. Raven Industries is not responsible for damage to any associated equipment or products and will not be liable for loss of profit, labor, or other damages. Cables, hoses, software enhancements, and remanufactured items are not covered by this Extended Warranty. The obligation of this warranty is in lieu of all other warranties, expressed or implied, and no person or organization is authorized to assume any liability for Raven Industries.

**Damages caused by normal wear and tear, misuse, abuse, neglect, accident, or improper installation and maintenance are not covered by this warranty.**

## Marketing Assets Review Form

1. Submit artwork or other marketing assets for review to the Raven Marketing Communications Specialist prior to ad placement. Please reference the Raven Brand Guidelines (pages 7-9) when creating advertisements.
2. Artwork will be reviewed and feedback and/or approval will be provided within 48 hours of receipt.
3. Once approved, the Marketing Communications Specialist will respond if sponsorship will be granted. Artwork is then cleared for your local printer or media outlet.
4. Submit marketing assets review form, a PDF of the ad/artwork, and the invoice from the publication or other media outlet within 60 days of placement (ad run) to the Marketing Communications Specialist.

Name		Company	
Email Address		Country	
Description of Final Product (Include Dimensions)			
Event/Publication Name		Event Start Date	Event End Date
Approximate Cost		Agency Name	Agency Phone
<b>For Office Use Only:</b>			
___	___	\$	
Approved	Denied	Approved Amount	

### Questions?

Kristin Payne, Marketing Communications Specialist  
 Raven Industries Applied Technology Division, 205 E 6<sup>th</sup> Street, Sioux Falls, SD 57104 USA  
 Phone: 1-605-331-0372  
 Fax: 1-605-331-0426  
 Kristin.Payne@ravenind.com



## Authorization Codes

When ordering authorization codes, refer to the table below for required information to include on a purchase order along with an email address to receive the code via email.

Authorization codes may take up to 48 hours to get processed and sent back to the email address provided on the purchase order.

Item Number	Description	Information Required (must be included on PO)
10770171152	Viper Pro Multi-Product VRA Key	Machine ID # and Validation code
10770180004	Case IH/SeedHawk Viper Pro Single Product VRA Key	Machine ID # and Validation code
10770180014	Phoenix 300 RTK Unlock Code (GS Corrections to RTK)	GPS Serial Number (DAB) and software rev (3.902 example)
10770180019	Phoenix 300 GS Corrections Upgrade	GPS Serial Number (DAB) and software rev (3.902 example)
10770180021	Phoenix 300 RTK Unlock Code (from WAAS to RTK)	GPS Serial Number (DAB) and software rev (3.902 example)
10770180030	Weather Station Key	Machine ID # and Validation code
10770180031	EnvizioPro / EnvizioPro II Single Product VRA Key	Machine ID # and Validation code
10770180032	Phoenix 300 SFTWR CODE OEMV GLNSS UPGRD	GPS Serial Number (DAB) and software rev (3.902 example)
10770180056	SFTWR CODE AUTH 3D SMARTTRAX	Node Serial Number and H/W Revision
10770180058	EnvizopPro / EnvizoPro II Seed Population Rate Control Key	Machine ID # and Validation code
10770180062	EnvizioPro II RTK Authorization Key	GPS Serial Number (BZZ) and software rev (3.902 example)
10770180064	EnvizioPro II GLONASS Authorization Key	GPS Serial Number (BZZ) and software rev (3.902 example)
10770180066	EnvizioPro / EnvizioPro II Product Control (channels 3-4)	Machine ID # and Validation code
10770180067	EnvizioPro / EnvizioPro II Multi-Product VRA Key	Machine ID # and Validation code
10770180070	Viper Pro Air Seeder Access Key	Machine ID # and Validation code
<b>From Base Level SBAS (WAAS, EGNOS, MSAS)</b>		
<b>Viper 4, Envizio Pro II with fully scalable GPS, Phoenix 300 with USB</b>		
10770180083	GLONASS	"Paid" Model (Example G1S00G0TNA) & Serial Number (Example BFN12343211)
10770180117	RTK AND GLONASS	"Paid" Model (Example G1S00G0TNA) & Serial Number (Example BFN12343211)
10770180116	GS Corrections	"Paid" Model (Example G1S00G0TNA) & Serial Number (Example BFN12343211)

**Authorization Codes continued**

Item Number	Description	Information Required (must be included on PO)
<b>From SBAS with GLONASS (WAAS, EGNOS, MSAS)</b>		
10770180119	GS Corrections	"Paid" Model (Example G1S00G0TNA) & Serial Number (Example BFN12343211)
10770180120	RTK	"Paid" Model (Example G1S00G0TNA) & Serial Number (Example BFN12343211)
<b>From GS Corrections and GLONASS</b>		
10770180120	RTK	"Paid" Model (Example G1S00G0TNA) & Serial Number (Example BFN12343211)
<b>Viper 4</b>		
10770180100	Viper 4 Single Product VRA	Barcode Number
10770180101	Viper 4 Multi-Product VRA	Barcode Number
10770180102	Viper 4 Combo VRA (Single and Multi)	Barcode Number
10770180103	Viper 4 Weather Station	Barcode Number

## ATD Domestic Sales Order Form

\*For an electronic copy, please contact your Customer Support Specialist.

*REQUIRED				Today's Date:	
Bill To Name*:			Ship To Name*:		
Bill To Address:			Ship To Address*:		
Customer #:		Ship Method*:		Req. Ship Date*:	
P.O. Number #:		Collect Account:		Blanketable (Y/N):	
Ordered By*:		Phone Number*:		Email Address*:	
<u>Quantity*</u>	<u>Part Number*</u>	<u>Description*</u>	<u>Unit Price*</u>	<u>Extended Price*</u>	
					\$
					\$
					\$
					\$
					\$
					\$
					\$
					\$
					\$
					\$
					\$
					\$
					\$
					\$
					\$
					\$
					\$
					\$
					\$
					\$
					\$
				<b>Order Total</b>	\$

## ATD International Sales Order Form

\*For an electronic copy, please contact your Customer Support Specialist.

RAVEN INDUSTRIES, INC.						
<b>RAVEN INDUSTRIES INC.</b> <b>205 E. 6th St</b> <b>Sioux Falls, SD 57104</b> <b>USA</b> www.ravenprecision.com		<b>Purchase Order</b>				
		Purchase Order Number	Customer Number	Order Date	Incoterms	Ship Date
Name and Address:		Shipping Instructions:				
Ship to:		Forwarder:				
		Payment Terms:				
Quantity	Description of Goods	Part Number	U/M	Unit Price	Amount	
					\$	
					\$	
					\$	
					\$	
					\$	
					\$	
					\$	
					\$	
					\$	
					\$	
					\$	
					\$	
					\$	
					\$	
					\$	
					\$	
					\$	
					\$	
					\$	
					\$	
					\$	
Special Instructions:				<b>SUBTOTAL</b>	\$	
				<b>FREIGHT COSTS</b>	\$	
				<b>TOTAL</b>	\$	

# RAVEN

# RAVEN

## Certificate of Decontamination

Please fill out this form, sign it and enclose it with your shipment. This must be done in order to start your repair order. Also to avoid delay, please include a copy of your purchase order/invoice on any warranty claims.	
Business Name:	
Billing Address:	
Shipping Address ( <input type="checkbox"/> same as bill to):	
Contact Name:	
Phone Number:	Fax Number:
Email:	RMA Number:
Raven Part # / Description / Serial #:	
Last Chemical Used (MSDS attachment mandatory):	
What purging or decontamination method was used?	
Ship to: Raven Industries, Inc. Attn: ATD Repair 1101 West Algonquin St Sioux Falls, SD USA 57104	Raven Contact: <a href="http://www.ravenprecision.com">www.ravenprecision.com</a> Toll Free (800) 243-5435
<p><b>Federal Regulations prohibit the shipment of contaminated material that is improperly packaged or incorrectly labeled. All material must be decontaminated prior to shipment. An MSDS (Materials Safety Data Sheet) for the last chemical used must accompany all shipments. -OSHA Standard 28CFR 1910.1200 "Right to Know" Law</b></p> <p><b>Raven Industries, Inc. reserves the right to refuse any shipment that is not properly packaged and/or labeled. Penalties may be assessed upon receipt of contaminated material.</b></p> <p><b>To confirm compliance, check one:</b></p> <p><input type="checkbox"/> The undersigned certifies that the items returned under this Return Material Authorization (RMA) have never been in service and have not been exposed to any hazardous material or harmful substances.</p> <p><input type="checkbox"/> The undersigned certifies that the items returned under this Return Material Authorization (RMA) have been properly decontaminated and are free of residue. Triple rinsing with a neutralizing solution required.</p> <p><b>The undersigned certifies that he/she is authorized to bind the above identified Customer as follows: Customer hereby agrees to defend, indemnify and hold Raven Industries, Inc. harmless from and against any claims, expenses, damages, or judgments including attorney's fees relating to property damage, injury, or death to person arising out of any failure by the Customer to decontaminate all items returned under this RMA.</b></p>	
Printed Name: _____	Signature: _____
Title: _____	Date: _____

## Recommendations

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With the help from our valuable OEMs/dealers, we can improve our products through a recommendations process. Recommendations can be made about any product/kit or related business practice.

Recommendations can be submitted to [ATDSales@ravenind.com](mailto:ATDSales@ravenind.com).

Information to include in email:

- Name
- Company
- Phone
- Address
- Recommendation





Raven Industries | 1-844-517-9281 | [RavenPrecision.com](http://RavenPrecision.com)

Canada | 1-800-793-2155 | [RavenCanada.com](http://RavenCanada.com)

Europe | +31-0227-54-93-00 | [sbg.nl](http://sbg.nl)

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