

# CONDUIT REEL RETURN PROCESS



All reel returns to Viaflex need to have a Purchase Order (PO) number associated with the return before shipping the reels back to Viaflex.

## Returned Reels Criteria

- Returned reels must be received disassembled, and all flanges and staves must be returned in good condition. Assembly hardware (clips, bolts, etc.) does not need to be returned.
- Returned reels will be inspected and must meet above criteria for acceptable reels.
- Customer drop-off is the only acceptable return option.
- Accepted return sizes: 66" & 96"
- Staves must be 44.5" long and include pre-drilled bolt holes.
- Return Form must be filled out prior to shipping.
- New Vendor Form and W9 must be submitted to [reelreturn@viaflex.com](mailto:reelreturn@viaflex.com)
- Direct Deposit will be issued within two weeks after product has been received and inspected. (\$3 per stave and \$.50/inch per flange)

## Unaccepted Returns

- Steel Reels
  - Flattened Flange (damage)
  - Cracked weld (damage)
  - Bent Flange (damage)
- Wood Reels
  - Wood reels are not accepted for returns

Contact your Viaflex customer sales and support team for assistance at [conduit@viaflex.com](mailto:conduit@viaflex.com).



Scan QR code for digital version of this information.

## Examples of unacceptable reels for return



## Examples of acceptable flanges and staves for return





### CONDUIT REEL RETURN FORM

Purchase Order: \_\_\_\_\_

Company: \_\_\_\_\_

Address: \_\_\_\_\_  
Street City  
State Zip Code

Contact: \_\_\_\_\_

Phone: \_\_\_\_\_ Customer Number: \_\_\_\_\_

Shipper Report

Size	Assem. Reels	2 Way Reels	3 Way Reels	Flange	Stave
66"					
96"					

Shipper Report

Size	Assem. Reels	2 Way Reels	3 Way Reels	Flange	Stave
66"					
96"					

\_\_\_\_\_  
Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

**Return form must be filled out and signed by the shipper prior to arrival at the Viaflex facility. Inspection and acceptance of reels is subject to the Conduit Reel Return Instruction form. Sole judgment of the reel quality is up to the discretion of the Viaflex reel inspector. Staves must be 44.5 inches long and include pre-drilled bolt holes.**

**Any questions email: [reelreturn@viaflex.com](mailto:reelreturn@viaflex.com)**