

Midland Manufacturing
7733 Gross Point Road
Skokie, Illinois 60077, USA
Tel: 847.677.0333

Return and Remanufacturing Process

To schedule your order, please...

- Prepare a purchase order number, or you can use a credit card number
- Contact your customer service representative (see below)
- Provide the billing address and confirm the return address
- Specify who to bill for freight (and preferred shipping method, e.g., FedEx, UPS)
- Specify valve # (or series) and quantity
- Communicate any required changes (e.g., elastomer, new set pressure, special handling, etc.)
- Specify which location you would like to ship to:

Midland Manufacturing
7733 Gross Point Road
Skokie, IL 60077

Midland Manufacturing c/o Dover
11951 North Spectrum Blvd
Houston, TX 77047

Before shipping your order, please...

- Make sure that you have received a Return Material Authorization (RMA) # from our Customer Service department
 - This RMA # or Sales Order Number should be included in the packaging of the valve
- Decontaminate the valves to ensure safe handling
- Provide an MSDS with the return
- Tag valves with Car # and Commodity for performance tracking purposes

Customer Service: Contact your assigned CSR. If you do not have a CSR, call Debbie Strohm 847.929.6822

Margarette Ward 847.929.6830 Margarette.Ward@opwglobal.com	Alicia Cervantes 847.929.6841 Alicia.cervantes@opwglobal.com
Barbara Blivaiss 847.929.6866 Barbara.blivaiss@opwglobal.com	Karin Williams 847.929.6815 Karin.williams@opwglobal.com

Engineering Evaluations

Midland Quality Assurance provides detailed analysis of leaking valves for Midland and competitor valves. This service is free with subsequent repair order, please contact your Midland representative to schedule an analysis. This service does take 3-4 weeks on average.

Fleet Specific Programs

Midland can arrange partial finished good inventory and pooling programs to provide your fleet with continuously available valves and fittings to avoid and limit abatement and lead times. Please contact your Midland Regional Sales Manager to learn more. For any special requirements or to create a customized program, contact your Regional Sales Manager.

Regional Sales Managers

Forrest Sibley (Gulf Coast) 225.620.8680 Forrest.sibley@opwglobal.com	David Pittman (Southeast) 224.204.4661 David.pittman@opwglobal.com	Tom Pellington (Northeast) 513.382.5171 Tom.pellington@opwglobal.com
Troy Scarrow (Northwest, Canada) 312.286.0783 Troy.scarrow@opwglobal.com	Steve Wells (Midwest) 815.307.2991 Steve.wells@opwglobal.com	Alex Bulle (Mexico) 442.173.3728 Alex.bulle@opwglobal.com