

HVAC Parts Outlet Return Procedures

Help us Process Your Return Quickly and Efficiently!

TO AVOID DENIAL OR DELAY, PLEASE REVIEW THIS DOCUMENT CAREFULLY.

Returns Can ONLY Be Processed If The Following Steps Are STRICTLY Followed.

This Checklist Must Be Completed, Signed And Included With Your Returned Merchandise.

COMPLETE THIS CHECKLIST BEFORE CONTACTING US FOR RETURN AUTHORIZATION

NOTE: ALL RETURNS ARE CAREFULLY INSPECTED UPON RECEIPT! All returned packages will be thoroughly inspected in accordance with our published Return Policy, and determination will be made if eligibility requirements are met for credit, replacement, exchange or repair. Please be sure to follow these guidelines to avoid any delay or denial of processing your return.

Returning a DEFECTIVE ITEM

Unless otherwise specified, we gladly accept DEFECTIVE EXCHANGES on products within 30 days of the original invoice date. HVAC Parts Outlet.com shall have sole discretion as to the credit method. We may issue a credit, ship a replacement product, exchange or we may repair the item and return it to you.

Manufacturer Restrictions

Some manufacturers have implemented returns restrictions that prevent HVAC Parts Outlet from being able to accept returns or offer exchanges, replacements or credits on their products. All support as well as exchanges or replacements for DEFECTIVE merchandise, after the first 30 days of ownership, must be handled directly with the product manufacturer. HVAC Parts Outlet cannot accept any returns nor offer replacement, exchanges or credit for ANY product that has been opened or installed.

Non-Defective Returns

Returns of NON-DEFECTIVE items that are returnable by HVAC Parts Outlet to product manufacturer may, at HVAC Parts Outlet's sole discretion, be accepted for return. ALL NON-DEFECTIVE NON-ELECTRICAL RETURNS ARE SUBJECT TO A 15% RE-STOCKING FEE and such returns will be for store credit or refund at HVAC Parts Outlet's sole discretion within 5 days of receipt.

ALL NON-DEFECTIVE ELECTRICAL RETURNS ARE SUBJECT TO A 35% RE-STOCKING FEE and such returns will be for store credit or refund at HVAC Parts Outlet's sole discretion within 5 days of receipt.

STEP 1: Check Your Return

ALL products being returned must be 100% complete and must be packaged in ORIGINAL PACKAGING. All packing materials, manuals, blank warranty cards and other accessories and documentation must be included in the original packaging, as provided by the manufacturer. A return will not be processed, or a restocking fee may be charged in the event ANY item(s) included in the original shipment to you is not present in the returned package. Items sent for return consideration will be immediately denied and HVAC Parts Outlet's return policy will NOT BE HONORED in the event that a return shipment is received by us improperly packaged, altered or physically damaged or otherwise does not meet the criteria set forth in the Return Policy. ALL ITEMS WILL BE INSPECTED AND TESTED UPON RECEIPT. Any discrepancies including, but not limited to, the following list will result in the package being returned to the customer and credit or replacement will NOT be issued.

The following criteria will be followed in rejecting returns and refusing credit:

- Products which are improperly packaged
- Products returned to HVAC Parts Outlet in non-qualified shipping container
- Packages affixed with counterfeit label(s) or affixed with labels exhibiting tampering
- Products with any standard certification labels removed (UL listing, capacity, brand name)
- Products or packages with barcode label removed
- Products with SERIAL NUMBER which does not match SERIAL NUMBER on package or invoice (HVAC Parts Outlet maintains serial number tracking).
- DAMAGE: Cracked components or damage to any circuit boards
- DAMAGE: Any dents, scratches, defacement or abuse of base casting
- DAMAGE: Torn or punctured tape seals
- DAMAGE: Loose, damaged or removed screws/fasteners.

STEP TWO: Email for a Return

Authorization (RMA) Number:

Returns will not be accepted at our warehouse without a valid Return Authorization (RMA) number. You must submit for a RMA <http://www.hvacpartsoutlet.com/RMA-Request.aspx> RMA numbers will expire after 10 days. Any return we receive without an RMA number will be documented and be available for pickup.

STEP THREE: Ship And Insure Your Return

We STRONGLY recommend that you FULLY insure the package you are returning. THIS IS FOR YOUR PROTECTION, in the event the package is lost or damaged in transit. We suggest that you use a "traceable carrier" that can provide you with "proof of delivery." HVACPartsOutlet.com shall not be responsible for items returned that are lost or damaged in transit. Postage and handling charges, both to and from our warehouse will be paid by you, the customer, and is non-refundable. In the event that the product you are returning does NOT meet the requirements described in this document, we will photograph the merchandise and packaging and prepare a detailed summary of our determination to deny the return. The merchandise will then be returned to you.

IMPORTANT NOTICE: If Your Return DOES NOT Qualify:

In the event that the product you are returning does NOT meet the requirements described in this document and HVAC Parts Outlet return policies, we will photograph the merchandise and packaging and prepare a detailed summary of our determination to deny the return. The merchandise will then be returned COD SHIPPING

CUSTOMER ORDER NUMBER: _____
Return Material Authorization # (RMA NUMBER) _____

Reason for Return: _____

Printed Name _____

**SIGNATURE
REQUIRED**

THIS SHEET MUST BE INCLUDED IN YOUR RETURNED PACKAGE.
I have read, understand and accept the above conditions of return.



Customer Signature (REQUIRED)

Date



Clip And Use This Label To Ship Your Return

*Please return the remainder of this sheet
with your returned merchandise.*



HVACPartsOutlet.com Returns

c/o HVAC Parts Outlet
129 Challedon Drive
Walkersville, MD 21793

RETURN AUTHORIZATION #
(RMA NUMBER)

