

HVAC RETURN MATERIAL PROCEDURE

STOCK RETURNS | NONSTOCK RETURNS | WARRANTY RETURNS



STOCK RETURNS

Material must be new & unused and in sellable condition. Driver will not pick up material without return goods. Quantities returned will be verified and adjusted accordingly.

- List quantity & items being returned.
- Include PO # & HVAC Order/Invoice number, if possible.
- Fax request to 717-653-6494.
- HVAC will issue Return Goods via FAX.
- Place copy of fax with material in driver pick up area.
- HVAC will pick up material next date of delivery.
- Material can also be dropped off @ HVAC counter area.
- 15% restocking fee applies/re-box charge if required.

Please Note: All packing material from original carton must be returned. Packing material includes skids & all necessary cardboard.

NONSTOCK RETURNS

Special order items that require vendor approval to return. Material must be new & unused and in sellable condition.

- Apply steps 1 through 4 from above.
- HVAC contacts factory requesting RMA.
- Upon receiving factory approval HVAC will issue return goods.
- Place copy of return goods with item in driver pick up area.
- If request has been denied, customer will be informed.
- HVAC will pick up approved return next date of delivery.
- 35% restocking fee plus return freight back to factory applies.

WARRANTY RETURNS

Defective material subject to manufacturer's limited terms.

- Refer to warranty return form/tag direction sheet.
- Complete HVAC Warranty Return Form/Tag. Incomplete warranty tags will delay processing.
- Fax completed warranty tag to 717-653-6494.
- HVAC will issue return goods via fax.
- HVAC will pick up material next date of delivery.
- If HVAC does not need item returned, hold for field scrap credit. (*Applies to Amana items only*)
- Processing fee may apply to minimum accounts.

Questions? Stock & Non-Stock Returns, call x1134. Warranty Questions, call x1137.

Note: Customer is responsible for returning material upon receipt of return goods.

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