

HVAC WARRANTY RETURN PROCEDURE

APPLIES TO ALL WARRANTY ITEMS



CUSTOMER ACTION

- Fully complete HVAC Warranty Tag Form found at www.hvacdist.com/warranty.
- Fax completed Warranty Tag Form to 717-653-6494, Attention: Scott Bogdon.
- Hold defective item on-site during processing.

HVAC ACTION

- Receipt of completed warranty tag form from customer.
- Create and fax return goods sales order to customer IF item must be returned to HVAC.
- HVAC to submit proposed warranty claim to appropriate vendor.
- Upon vendor acceptance, HVAC will contact customer and customer will receive a faxed copy of credit, and may be directed to field scrap item at that time.
- Upon vendor denial, HVAC will contact customer and a credit request declination letter will be mailed to customer explaining vendor refusal to warrant item.

PLEASE NOTE

Selected warranty compressors will also qualify under this program. Follow the program above and our driver will either pick up the compressor or remove a tag for field scrap based on manufacturer's policy.

This program applies to parts only. Any units or coils will need to be returned via our normal driver process.

Questions? Call Scott Bogdon at 800-228-4822 x1137 or email sbogdon@hvacdist.com.