

# HVAC RETURN MATERIAL PROCEDURE

STOCK RETURNS | NONSTOCK RETURNS



## IMPORTANT RETURN GUIDELINES

- All materials returned must be in new and un-used sellable condition.
- Our delivery drivers are not authorized to pick-up any returns without a valid HVAC return goods slip attached to the product.
- All stock returns will be verified by item, quantity, and condition, prior to HVAC issuing credit.
- All packing material from the original shipment must be returned to obtain full credit. Packing material includes skids and all necessary cardboard.
- Stock returns will be assessed a 15% restock fee to cover handling costs of picking, transit and put-away of unwanted product. Nonstock returns will be assessed a restock fee based on manufacturers discretion, minimum 35%.
- Re-boxing or re-skidding charges will apply if necessary.

## STOCK RETURN PROCEDURE

To request a return for a stock product, please follow the procedure below:

- Create list of quantity and items requested to be returned. Please include PO# and HVAC original Invoice # for quicker processing.
- Fax your request to our Returns Processor at 717-653-6494, Attention Scott Bogdon, or email to [sbogdon@hvacdist.com](mailto:sbogdon@hvacdist.com).
- Upon receipt and processing of your request – HVAC will issue you a Return Goods Slip via fax or E-mail.
- Please place a copy of this Return Goods Slip with the material to be returned in the Driver pick-up area of your warehouse. No returns come back without paperwork. Stock return material can also be dropped off at any HVAC branch counter area.
- Your return will be processed, and a credit will be issued.

## NONSTOCK RETURN PROCEDURE

To request a return for a non-stock product, please follow the procedure below:

- Create list of quantity and items requested to be returned. Please include PO# and HVAC original Invoice # for quicker processing
- Fax your request to our Returns Processor at 717-653-6494, Attention Scott Bogdon, or email to [sbogdon@hvacdist.com](mailto:sbogdon@hvacdist.com).
- Upon receiving your request, we will contact the manufacturer and Request an RMA (Return Material Authorization)
- Once vendor RMA response is received, you will be notified via fax, email or phone whether it was approved, (and under what conditions) or denied. The RMA response can include any or all of the following:
  - If the item can be returned or not at any price
  - Restock charge – this is a minimum of 35% of item sell value
  - Return Freight amount
- If you decide to proceed with the return under the RMA conditions, advise HVAC's Returns Processor via fax, phone or email.
  - Upon receipt, you will be Issued a Return Goods Slip via fax or E-mail
  - Please place a copy of this Return Goods Slip with the material to be returned in the Driver pick-up area of your warehouse.
- Your return will be processed, and a credit will be issued accordingly once the manufacturer has inspected the product and has issued HVAC a credit.

Questions on returns? Contact Scott Bogdon at 717-653-6674, x1134 or [sbogdon@hvacdist.com](mailto:sbogdon@hvacdist.com).

**800-228-4822 | [www.hvacdist.com](http://www.hvacdist.com)**

