

ECR RMA Policy

Prior Approval Required - All returns for exchange, credit, repair service or warranty claim must be approved by ECR and require an RMA number prior to return of the material. A request must be completed via ECR International's online web portal. Please log on to www.ecrcustomerportal.com to complete your request for return. If you do not already have access to the customer web portal, please contact ECR Customer Service at 1-800-325-5479 to be set-up.

Eligibility - An RMA Request must be received within 60 days from the date of invoice for returns of New & Unused product in original packaging. A restocking fee of 15% will be charged for all new and unused returns that are approved for return. Special Order Products (items not offered as standard in ECR trade price book) are not eligible for return as new and unused product. Request for Warranty Returns must be made within the period covered by the warranty and must fall under the terms and conditions specified in the warranty.

Repair Service - Request for repair or rework of product damaged by customer is classified as Repair Service. Repair Service is billed at \$75.00 per hour for labor and net price for parts used in repair/rework. ECR's Return Material (RM) department will evaluate the items returned for repair service. The customer will receive an estimate for the dollar amount, determined by ECR's RM department, required to complete the repairs requested. A Purchase Order (PO) from the customer for that amount will be required before any work is performed.

RMA Expiration Parts - Once the RMA number is issued, the product must be returned within 60 days of the RMA date, or the RMA will be canceled. Products approved for return that are received after 60 days from the RMA date will not be accepted.

Shipping & Packaging - All returns must have a valid RMA number clearly displayed on the exterior of the package or the package will not be accepted. All returns of new and unused product must be in the original packaging. All returns must be shipped prepaid by the customer unless otherwise directed by ECR as indicated on the RMA Verification. Ship all approved return material to the facility indicated on the approved RMA Request by the date indicated.

Replacement Product - If replacement product is desired it must be indicated on the RMA Request. A PO# is required for the replacement shipment and must be indicated on the RMA Request. All replacement products will be invoiced at the time of shipment. ECR will pay the ground freight for all warranty replacements.

Application of Credit - Credit for returned product will be applied to the customer's account (less restocking fees for New and Unused returns) only after confirmation of receipt by ECR and inspection of the product. Issuance of a credit for a partial return of product does not relieve the customer from the obligation to remit payment for the merchandise not returned in accordance with the payment terms referenced on the customer's invoice(s). Customer will have the option to have any product that is denied for credit returned at their expense.

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A Family of Heating & Cooling Brands.

ECR RMA Policy, Continued

Returning Installed Finished Goods

(Complete boilers, furnaces, A/C units etc.)

- Equipment that is already installed should be repaired not replaced. Exceptions: leaking boilers in their first year or leaking water tanks. Leaking drain valves on water tanks are replaceable, make sure the leak is not on the valve. Tanks returned with the only leak being on the valve will be denied.
- To guarantee credit, if a situation arises where equipment does need to be replaced, **prior authorization** from ECR is required. This will ensure that ECR has visibility to the problem and has had an opportunity to correct it prior to removal. *All equipment considered for removal should first be brought to the attention of Technical Support at 1-800-253-7900.*
- If approved, an authorization number will be given that will need to be entered in the RMA on the Customer Portal.
- For equipment that is removed from service without prior authorization by ECR, contact Customer Service. They will evaluate the circumstance and can issue a conditional RMA. The equipment will be tested in our lab to determine if removal was warranted and if credit will be given.

RMA Expiration Equipment - Once the RMA number is issued, the product must be returned within 30 days of the RMA date, or the RMA will be canceled. Products approved for return that are received after 30 days from the RMA date will not be accepted.