



## Requests to Return New and Unused Case(s) or Unit(s) for Credit:

Hussmann specially manufactures its cases and units in response to customer orders. No cases or units may be returned for credit except upon Hussmann's written consent.

- To return a case or unit back to Hussmann, a return authorization number must be obtained from the Hussmann plant where the equipment was manufactured. A Return Authorization Request Form must be filled out and submitted to the Hussmann representative handling the account.
- The representative will contact the appropriate Hussmann facility and forward the Return Request form and obtain a return authorization number if approved.
- If authorization is given, the return is subject to a restocking charge of 25%. Additional charges may be levied if re-work is necessary to restore returned products to saleable condition. The authorization will be valid for 30 days and will include an address where the equipment should be returned.
- The Authorization Number should be clearly displayed on the equipment.
- Freight charges to return the equipment will be the customer's responsibility.
- Hussmann will not accept any freight collect or C.O.D. shipments. All returns must be prepaid.

## Requests to Return Warranty Items:

- To return a part or kit under warranty, use the Hussmann order number of the replacement part as the return authorization number and return the item to the designated Hussmann Manufacturing Plant.
- Complete parts must be returned or credit will not be issued. (i.e. motors with plugs cut off, cap tube cut off expansion valves, etc.. will not be accepted.)
- If the part is received within 45 days of the replacement order ship date, full credit will be issued.
- Hussmann will honor return freight charges for items requested for return if normal ground carriers are utilized. UPS is preferred wherever possible

**Any part, kit, or completed product returned without proper authorization will not be credited and will be disposed of in a manner determined by the Manager of Warranty**