

Returns & Exchanges

Easy 30-Day Return Policy

If you are dissatisfied with your purchase for any reason, you may return it to us within 30 days of the purchase date, subject to the [conditions and exclusions below](#).

Instructions

You may initiate a return or exchange online, by phone or Live Chat.

1. Fill Out the Online Return Form

Get an RMA (Return Merchandise Authorization) Number by filling out the online form found in the Service & Support section, or by contacting us by phone or Live Chat.

2. Pack Your Item Properly

Place your item back into the original packaging. Then place it and your invoice into an outer shipping box. Be sure to pack it properly so your item won't get damaged.

3. Ship Your Item with Return Label

Return shipping fees are the responsibility of the customer. We recommend you ship via insured ground service with a tracking number. We cannot be responsible for lost packages.

Eligibility Conditions

If all conditions are not met, Ennox reserves the right to refuse the return or to charge a minimum 20% restocking fee. All returned items must be in new condition, in their original unaltered box (including an intact UPC/Serial code) and must include all packing material, blank warranty cards, manuals and accessories. We can only refund the original purchase price. Shipping and handling fees are nonrefundable.

Nonreturnable Items

- Any physical damage on item
- Any computers/monitors built or modified by Ennox to customer specifications
- Select special-order merchandise, or any more than 2 qty. indicated are non-returnable

Defective or Damaged Items

Defective items may be repaired, exchanged or refunded at our discretion for the same model or equivalent model.

Exchanges

Please allow 3-5 business days for mail-in exchanges to be processed.

Refunds & Credits

Once we receive and inspect your item(s), we will credit your account. Please allow 5-7 days for a credit to appear on your account. In most cases, we will issue your refund in the same way you made the original purchase.

Please note: we can only refund the original purchase price. Shipping and handling fees are non-refundable.

Limited Liability

Ennox is not responsible for personal data left in returned merchandise. We are not responsible for any consequential or incidental damage resulting from the sale or use of any merchandise bought from us. We are responsible for the monetary value of the merchandise only. Also, claims for missing items or items damaged in transit must be received within two business days of receipt of merchandise.