



RMA Request Form

Company:	Contact:	Date:	Customer No:
Address:		Tel:	Fax:

No	Invoice No.	Model No.	S/N (Required)	Reason (as detailed as possible)	Credit/Repair/Swap \$	RMA #
1						
2						
3						

Remarks :

Please read the Limited and Return Policies carefully to ensure proper procedure before shipping back any items.

Warranty Period - Effective January 1st 2005, System products purchased from ENNOX carry a 24-month limited warranty for both contracted distributors, and all customers. You may contact an ENNOX staff member to verify the warranty status of an item at 206-708-7575 option Tech Support. The warranty will be void if a product has been subjected to conditions beyond normal wear and tear. Also, warranty is void if mishandling, improper use, and products damaged due to improper or inadequate packaging when return for RMA purpose. A repair fee must be paid in order to have a non-warranty item repaired and it will automatically receive extend 3 months warranty on its parts that have been repaired only. In warranty freight charge (including extended warranty): ENNOX offer one-way ground charge for in warranty RMA repairing, customer pay one way charge by shipping to ENNOX service center.

30 days total satisfaction return policy - A Return Merchandise Authorization Number must be obtained from our staff prior to returning for credit. We value our relationship with our customers and want to make sure that they are satisfied with their purchases.

ENNOX provides a 30-day money back guarantee on our products (special-order items, discounted items, customized items, and quantity orders (2 and up) are excluded). Under this policy, you may return ENNOX products that you purchased directly from ENNOX for credit or a refund of the purchase price paid, less shipping and handling fees and applicable restocking fees as follows. All returns must have proof of purchase or a copy of original ENNOX invoice. To return products, download a Return Merchandise Authorization (RMA) form directly from below link, and fax back to us at 206-457-8471. RMA number expires ten (10) days after the original issuance date. Returns are only acceptable in "NEW" condition. They must be in their original packaging, including anti-static bags, etc. All manuals, cables, and other accessories must also be returned. Any missing items found will result in a restocking fee. Damaged items are not accepted. For any return items or packages customer will be responsible for tracking the shipment of the return to insure that it has been delivered.

31-60 days return policy - Return for credit is subject a **25% restocking fee if return within 31-60 days** from the date of shipping (*Special-order items, discounted items, customized items, and quantity orders (2 and up) are excluded*). Customer is responsible for all shipment costs. All returns must have proof of purchase or a copy of original ENNOX invoice. To return products, e-mail or call ENNOX customer service to receive a **Return Merchandise Authorization (RMA) Number**. Returns are only acceptable in "NEW" condition. They must be in their original packaging, including anti-static bags, etc. All manuals, cables, and other accessories must also be returned. Any missing items found will result in a restocking fee. Damaged items are not accepted

60+ days return policy - No credit will be issued after 60 days from the date of shipping.

Cross-Shipment / Swap policy - It is possible to obtain a replacement (cross-shipment) during the first 60 days of the purchase, if the products were purchased directly from ENNOX and if the product fails to function upon initial arrival. These are the only conditions in which a replacement product is provided. Products must **not** be damaged, altered or marked. Customer's need to return "complete package" (includes software CD, Software product key sticker, accessories, manuals, cables, etc). ENNOX ships out the product by 3-day delivery if the product is currently available. The customer may pay the price difference for an alternate shipping method. If a cross shipment is required, a RMA number must be obtained before returning the defected items. Please highlight Cross Shipment and the RMA number (if known) on the replacement purchase order to avoid any misunderstanding or error. You must return the defective items back to ENNOX within 10 days in order to receive credit. Customers pay one way charge by shipping to ENNOX service center.

Out of warranty service - Customer pay 2-way freight charge and repairing labor cost (initial service charge \$80 and \$80/per hour for each additional hour) plus material cost. Average turn around time is around 3 weeks.

Signature:

Date: