



## RETURN AUTHORIZATION (RA) PROCEDURE

- All returns require a Return Authorization number whether the return is for warranty or non-warranty repair, return to stock, damage or any other reason. Returns without an RA number will be refused.
- Customer must call Kooltronic After Sale Kare (ASK), Pennington, New Jersey (609 · 466 · 3400) to obtain an RA number, or email [ask@kooltronic.com](mailto:ask@kooltronic.com).
- The following information is required when an RA is requested:
  - Original customer Purchase Order number and date
  - Date product was received by customer
  - Number of parts to be returned
  - Product description, model and serial number
  - Reason for return
  - Action requested
  - Contact name, telephone, FAX numbers and e-mail address
- Pack unit in a suitable container for shipment, preferably the original packaging if available. All Air Conditioners must be returned in an upright position properly secured to a pallet. **Improper packaging may void warranty claim.** If an Air Conditioner is received laying down or shipped via UPS or similar small parcel service the warranty will be void.
- Mark carton prominently with Kooltronic's Return Authorization Number.
- Enclose all pertinent documents.
- Freight charges on all products returned to Kooltronic shall be paid by the customer. Unauthorized collect shipments will be refused. If a unit is deemed by Kooltronic to be repaired under Warranty, Kooltronic will reimburse customer for freight charges both ways within the contiguous United States at Kooltronic's negotiated rates. Warranty repaired units will be returned to customer at Kooltronic's expense only within the contiguous United States.
- All authorized returns are subject to a restocking fee.