

# Return Goods Policy

## General Guidelines

### Stock or Made-to-Order Products

- Any return sent back to the factory must be accompanied by an RGA number prior to return or the shipment will be refused.
- Contact your Greenheck salesperson to authorize the return of your product(s) and initiate the return paperwork before you return anything to the factory.
- Upon approval of your request for an RGA, you will receive an RGA shipping label for the components/product being returned. Greenheck will refuse shipment unless Greenheck-supplied shipping labels are used.
- An RGA will not be issued for material older than 60 days from original ship date.
- An RGA is valid for 60 days from date of issue. RGA's received 60 - 90 days from date of issue will incur a minimum of 40% percent re-stocking charge. Any RGA's over 90 days will not be accepted for return.
- Any cost incurred by Greenheck to place returned material into proper resalable condition will be added to the base restocking charge.

Greenheck reserves the right to refuse requests for return of any build-to-order type material.

### Actuators

- Actuator returns for non-warranty issues will not be accepted after 60 days from date of order shipment.
- Any actuators produced by a special order or special design request (not stock product) will not be accepted for return.
- All actuator returns carry a minimum of 30% charge; this fee covers the handling and testing of each actuator.
- Actuators must be returned to the factory in brand new condition. Actuators should not contain any cosmetic damage, paint overspray, cut wires and must be free from oil, grease or sealant residue. If any of these conditions are present the actuator return will not be accepted under warranty.
- All actuators must be individually packaged in their own packing material and boxed for transport to reduce shipping damage. Any actuators received that are not in like new condition or shipped in accordance will not be credited and shipped back to the rep office of origin. This will allow the rep to return the actuators to the customer, put in stock, or scrap them.

Please feel free to share this actuator return policy with your customers so they are aware what constitutes an acceptable return and our requirements to make sure actuators are not damaged in shipment.

### Motors

- Motors furnished are warranted by the motor manufacturer for a period of one year for single phase motors and three years for 3-phase motors after shipment from Greenheck. Should motors provided by Greenheck prove defective during this period the following warranty procedure will be followed.
- In order to qualify for a replacement motor under standard warranty, a Return Goods Authorization (RGA) is required on select motors which must be returned to the factory for an evaluation. An RGA number will be provided to when applicable.

- Certain vendors require motors for specific sizes to be taken to service centers for evaluation and are listed below. In this case, if the motor is deemed defective the motor service center will contact the motor manufacturer and they will replace the motor.

<u>Motor Vendor</u>	<u>Description</u>
Baldor / ABB General Electric KURZ Toshiba WEG	Follow the motor warranty claim form procedure for motors up to 215T frame. Frame sizes of 254T frame and larger must go to a local service station for evaluation. Frame size of 215T frame and smaller, submit a motor label to Greenheck using the motor warranty claim form located at : <a href="https://www.greenheck.com/resources/warranties">https://www.greenheck.com/resources/warranties</a>
Leeson Marathon Electric (Also labeled A.O. Smith or Century)	Follow the motor warranty claim form procedure for motors up to 180T frame. Frame sizes 180T frame and larger must go to a motor service station for evaluation. Frame sizes of 145T frame and smaller, submit a motor label to Greenheck using the motor warranty claim form located at: <a href="https://www.greenheck.com/resources/warranties">https://www.greenheck.com/resources/warranties</a>

\*For assistance finding a local service station, please visit:  
<https://www.greenheck.com/resources/warranties>

### RGA Return & Fees Schedule

Type of Return	Restocking Fee*	Notes
Actuators	30%	Please read information under the Component Returns Section for Actuators (Page1 & 2).
Motors	QD/ Parts – 30% QB/ATO - 40%	Please read information under the Component Returns Section for Motors (Page. 2).
Non-returnable products	100%	<ul style="list-style-type: none"> <li>▪ CVI or Lab Exhaust (Vektor) products</li> <li>▪ Dampers</li> <li>▪ Fan coil units and coils</li> <li>▪ Inline Fans</li> <li>▪ Louvers</li> <li>▪ Gravity products (Except GRS/I/R)</li> <li>▪ Kitchen Hoods and accessories</li> <li>▪ MUA or ERV products</li> <li>▪ Painted products (All)</li> <li>▪ Prop fans</li> <li>▪ Utility fans</li> </ul>
Non-Stock products (Made to Order)	40%	General Guidelines on page 1 apply.
Parts orders and Motor Starters	30%	General Guidelines on page 1 apply.
RGA <u>older than 60 days</u>	Add 10% to the normal restock fee for item	General Guidelines on page 1 apply.
RGA <u>older than 90 days</u>	Refused if returned	General Guidelines on page 1 apply.
Stock products	30%	General Guidelines on page 1 apply. <i>Exception: Unopened customer pickup orders returned within 60 days of pickup will be assessed a 20% restock fee and do not need a minimum \$ value.</i>
Vari-Green motors & controllers	QD/Parts – 30% QB/MTO - 40%	Please read information under the Component Returns Section for Vari-Green (Pg2).

\*Restocking charges are calculated on the Rep's net cost of product