



Return Merchandise Authorization (RMA) Form

RETURN INSTRUCTIONS:

Please follow the submission instructions in the order as listed below and review the return policy on page 2 to ensure accurate and timely processing of your return.

1. Contact our Tech Support at 1.800.856.9158 ext. 707 to obtain required information for our RMA.
2. Contact our Warranty Department at 1.800.856.9158 ext. 708 or email craig@ductlesshvacsupply.com to obtain an RMA number.
3. Complete the RMA by providing all required information, leaving nothing blank.
4. Email or fax the completed RMA to the email address or fax number provided.

RMA NO. _____ ORDER NO. _____ PURCHASE DATE _____

PURCHASER'S NAME _____ PHONE NO. _____

ADDRESS _____ CITY _____ STATE _____ ZIP _____

PURCHASER'S COMPLAINT _____

PART(S) ID NO. _____ PART(S) DESCRIPTION _____

Pursuant to the provisions of the return policy, as provided on page 2, I hereby authorize Ductless HVAC Supply, Inc., to charge my credit card in the amount of the warranty part(s) to be held as security during this process. I understand that I shall be refunded the amount charged, in full, upon completion of the warranty return process. In agreement with this process, please find my signature below.

Signature⇒ _____



Return Policy

Warranty Replacement Options

Standard Product Replacement:

We shall ship the replacement product upon receipt of your defective product.

Advanced Product Replacement:

We shall ship the replacement product before receipt of your defective product. You shall have 30 days from the date of shipping to send us your defective product. A major credit card shall be required to insure that Ductless HVAC Supply, Inc., receives the return-product within 30 days from the date the return is created by the RMA form. Upon receipt of the defective product, all monies secured under this provision shall be returned to the credit card on file.

ANY PHYSICAL DAMAGE ON THE PRODUCT IS CONSIDERED "OUT OF WARRANTY."

EMAIL RMA FORM TO:

craig@ductlesshvacsupply.com

OR

FAX RMA FORM TO:

1.321.406.0606

RETURN DEFECTIVE PRODUCT TO:

Ductless HVAC Supply, Inc.
2135 Sugarloaf Drive
Dupo, Illinois 62239

PLEASE BE CERTAIN TO AFFIX THE RMA NUMBER BY LABEL OR MARKER ON THE OUTSIDE OF THE BOX CONTAINING THE DEFECTIVE PART BEING RETURNED. A BOX DELIVERED WITHOUT THE RMA NUMBER AFFIXED THERETO WILL BE REFUSED.

PLEASE USE THE ORIGINAL BOX TO PREVENT SHIPPING DAMAGE.