

## **Solair Products – Returns/Damages/Warranty Policies and Procedures**

- **Returns:**
  - **Parts: On a case by case basis.** Items must be new and unused in the original packaging. Return must be requested no more than 90 days past the date of receipt of the goods. Parts returns are subject to a restock fee, with the returning party subject to the return freight to send the items back. Credit would be issued once the items are returned in good condition to the required destination.
  - **Equipment:** This includes units (AC and HP), heat kits, economizers, CRVs, thermostats, controls, grilles, and any items classified as equipment.  
**Equipment items are NON-RETURNABLE as they are built to order.**
  
- **Damages in Transit:** All shipments from Solair Products that ship on our accounts are insured. If there is damage or items missing from a shipment, please follow the procedures below.
  - **Parcel Service:** Contact Solair Products immediately. Provide all documentation (PODs, etc) and any pictures applicable. We will file a claim. You will need to provide a new PO for any replacement items for items that were damaged or missing. Once the claim is approved, your original PO for the damaged items will be credited.
  - **LTL Service:** Contact Solair immediately. Provide all documentation (PODs, etc) and any pictures applicable. We will file a claim. For equipment damages, the typical workflow requires sending the damaged pieces back to the factory for repairs. Once the repairs are completed, the equipment would be shipped back to you via LTL. In extremely rare cases, if a replacement unit is readily available, this may be shipped in the interim. If this is the case, you will need to provide a separate and new PO for the new unit. Once the claim is approved, all credits would be posted to the first invoice with the original damages.
  - During this period waiting for approval, you may have two paid invoices before credit is issued to the first invoice where damages occurred.
  
- **Warranty:** Solair Products processes two types of warranties:

- **1. Solair Unit Warranties:** Covers Solair branded equipment still within warranty date. Solair unit warranty is 5 years compressor, 5 years sealed system parts (evap and condenser coils, metering devices, reversing valves, pressure switches), and 1 year for all other functional parts.
- **2. New Product Warranties:** Covers Solair/Bard Parts that are purchased separately of a unit and fail within 90 days of the original date of receiving the product. Warranty for a newly purchased part extends 90 days from date the product is received.
- **Please note that Solair Products does not offer warranty service for equipment or parts that were not sold by Solair.**
- **For Solair Unit Warranties:** Fill out the contact form on the Solair website. Note the original unit serial number and OEM parts to be changed. **Replacement parts MUST be sourced through Solair to receive warranty credit.**
- **For New Product Warranties:** Fill out the contact form on the Solair website. Make sure to include your PO number where you purchased this part within 90 days of the request.
- Warranty credits will be issued once application is complete and process is approved.
- **Credit is only issued on paid invoices, and this applies to any case of returns, damages, or warranty.**
- **For any questions or concerns, contact Solair Products at (864) 438-4903.**