



## RETURN POLICY DEFINITION

### 1. Shipment/ Order

#### A. Damage

1. **All shipping is Ex Works:** The carrier takes responsibility of the shipment once it has been received (signed for by the driver) and loaded on the carrier's truck.
2. AKG Thermal Systems, Inc. (AKGTS) has packaged the product to be received at its destination undamaged. Method of packaging is at AKGTS' discretion, unless other arrangements have been made.
3. **All claims for damage must be placed through the carrier.** It is advisable to inspect the shipment at its arrival for damage.
4. Any refusal of shipment **must not be returned** to AKGTS without prior notification.

#### B. Error in Order

If determined that an order was shipped in error either by AKGTS or from initial Purchase Order process, it is required to notify AKGTS before any action is taken.

In order to ship a replacement, new purchase order numbers (P.O.'s) are required for the following cases:

1. Incorrect part number ordered
2. Cancelled order due to change of part number or requirement
3. Description on P.O. different than requested part number

In the case of an error in processing of an order at AKGTS, AKGTS will cover the shipping costs to and from the customer **matching original shipping terms**. Notification must be by phone call or e-mail correspondence to AKGTS customer service / returns department. Prepare information of original P.O., packing list and invoice prior to notification.

#### C. Return to Stock

Any returned product that is requesting a return to stock must be **within 90 days of invoice date** and will be charged a 20% restocking fee. Customer will be responsible for prepaid shipping to AKGTS and must be in the original packaging. We will not accept any product that has been used or altered (i.e. painted, label, modifications). Restock returns that are returned in less than satisfactory condition will either be refused restock or have the repair/ rework cost deducted from restocking credit. **Custom engineered units are not returnable.**

### 2. Failure

#### A. AC Electric Motors

1. Alternating current (AC) Motors are covered through our supplier under their warranty section. Our primary suppliers are Baldor and Leeson. (Unless a customer requested motor is supplied).
2. Baldor and Leeson have service centers that can be contacted for warranty evaluation following their evaluation service charge process. Provided the warranty has not expired, this charge is usually waived. If there are questions on service center locations, information can be found on their website.
3. Please contact customer service if you have any specific questions about the motor service or replacement.

#### B. Hydraulic, Air and DC Motors

These motors are also covered under our supplier warranty and must be sent to AKGTS for processing, with service charges as per supplier evaluation procedure.

### **C. Cooler – Oil, Aftercooler**

Failure of a cooler during the warranty period can be returned to AKGTS for evaluation for warranty consideration. Information must be provided to understand the application conditions resulting in the failure.

- a. Oil type, flow and pressure (oil cooler)
- b. Airflow CFM and pressure (aftercooler)

**Cooler only** should be returned for evaluation-other items can be kept. Service charges will apply for coolers not under warranty.

### **D. Braze Plate Water Cooler Series Cooler**

These units are covered under our supplier warranty and must be sent to AKGTS for processing. Supplier service charges may apply.

## **3. Repair**

To save on shipping a cooler assembly back and forth, it may be possible to have the damaged component repaired or components replaced. We can send any part if instructed to do so by our customer. This repair can be done at the customer's location decreasing the down time. A P.O. must be issued prior to any repair. If the item must be returned to the factory for evaluation, (cooler as an example) an RGA number must be issued. Any instruction that is required can be provided to aid disassembly and re-assembly.

## **4. Warranty Claim**

- A. All AKGTS products are subject to a limited warranty as set forth in the terms and conditions of sale. Any non-AKGTS component received for warranty evaluation will be shipped to our supplier for evaluation. Warranty for such non-AKGTS components will be as provided by the component manufacturer. Any inspection fee or processing charges will be deducted from the warranty credit issued to the customer by AKGTS. All fees or charges will be communicated before processing.
- B. A copy of the completed RGA report form will be provided with the disposition of the return issue, including evaluation photos if applicable.

## **5. Shipping Instructions**

- A. All return shipments are the responsibility of the customer. All return shipments **must be prepaid**.
- B. The returned product must have the **RGA number marked clearly on the outside of the package** and included on any shipping paperwork.
- C. All returns must be received within 30 days of receipt of the RGA number. For any other reason than carrier delay, AKGTS reserves the right to close the RGA request if the items are not returned in that time period.
- D. **Do not ship via United States Postal Service**, unit will be returned to sender and AKGTS will not be responsible for reimbursement if shipped via USPS.
- E. Ship to:  
AKG Thermal Systems, Inc.  
809 Mattress Factory Road  
Mebane, NC 27302  
Attention: Returns Department

**Note: Any shipment that is returned to AKGTS without authorization or freight collect will be refused and returned to customer at their expense, with account on hold until payment.**