

2024 Returned Goods Policy

Any product returned to the RH Peterson Co. (RHP) for any reason must be Pre-Authorized with a Returned Material Authorization (RMA) number issued by the Technical Services Department. There are no exceptions to this policy. **Credit for a returned item will not** be considered without an RMA number. Returns will not be accepted more than 60 days after issuance of the RMA.

A Returned Materials Authorization (RMA) number is only an authorization to return product. This assigned number does not mean credit will be issued. For any product returned to RHP which exhibits any of the defective conditions stated in the Product Warranty found in the last page of the Installation and Owner's Manual, credit **will not** be given.

A. Stock Returns

To receive credit, the authorized returned merchandise must be in the original factory sealed carton, undamaged, and a stock item on current price list. Merchandise shipped from RHP prior to January 1, 2021 will not be accepted. (Discontinued product will not be accepted under any circumstances) Returns will not be accepted if received more than 60 days after the RMA issue date.

A **25% restocking fee** will apply to all stock returns, except when the return is necessitated by an act or omission by the RH Peterson Co.

B. Freight Errors or Damage

All materials are guaranteed to be in first-class condition when they leave RHP. Our responsibility ends upon acceptance by the carrier. Claims for shortages or damages must be filed by the recipient of the freight. RHP **must be informed** of any error in shipment, or shortages or damages **within 10 days of receipt** of merchandise by customer. Freight carriers will not accept later claims. RHP will not be able to adjust the bill accordingly. Under no circumstances will RHP accept a reduced payment, if discrepancy was not reported within that time period. RHP is not responsible for product damage if item is not shipped by RHP.

A product returned for freight damage **MUST** be returned in the same box it was sent in within 5 days of receipt. Pictures showing the damage (in detail) to the goods and packaging must be provided. If not, no credit will be issued by the freight company—so we can't issue a credit.

C. Cancellations

Any orders that are canceled must have a written (fax, email, etc.) confirmation of the cancellation 24 hours prior to shipping.

D. Defective Product Returns

A completed "Warranty Claim Form" must be provided with all items being returned that are alleged to be defective. Only an online claim form will be accepted (<https://www.rhpeterson.com/warranty-form/>). Once an RMA number is issued by the Technical Services Department, the items must be returned to RHP within **60 days** and will not be accepted after that time. RHP will, at factory option, repair or replace **100%** of the cost to your account of a warranted product found to be defective. If the product is past the warranty period **and/or** upon inspection, is found to be mishandled, abused, installed improperly or is found to operate properly; **credit will not be given**. If requested, the product will be returned to you.