



## Warranty, Shipping Damage and Return Policy

### Warranty Policy – (Product Defect)

All product sold by RMI is subject to the manufacturers' warranty policy. RMI does not assume or admit any liability for labor, damage, or other claims arising from defective goods. As a distributor, RMI will help facilitate the warranty process between the Customer and the Manufacturer. A warranty form can be found online at [raymurray.com](http://raymurray.com) or requested from RMI's Customer Service Department. Fill out the warranty form to begin processing a claim and hold onto the product until a determination is made by the manufacturer. **Defective or damaged product should NOT be sent back to RMI without express authorization from the Warranty Returns Specialist.** If the Manufacturer decides that they need warranty product back for testing, they will issue a Return Material Authorization (RMA) and the product will ship directly back to the Manufacturer.

### Shipping Damage

RMI makes every effort to prepare shipments for safe travel. All freight shipments must be thoroughly inspected by the consignee (the customer) upon arrival. Inspection consists of confirming ownership (addressed and shipped to correct destination), confirming the count of all items shipped, and walking around the shipment, checking for dents, cracks, creases, holes, and any other sign of possible damage. RMI provides pictures of how shipments are prepared for shipping along with packing slips to aid in the inspection process. Delivery to a job site or a homeowner constitutes delivery to the consignee and the inspection process remains the same. If the consignee does not receive, inspect, or submit claims according to RMI's written policy, the consignee is responsible for submitting the claim directly to the carrier. If the Carrier will not let the consignee inspect the shipment, acknowledge damage, loss or allow the consignee to refuse the shipment, DO NOT SIGN ANYTHING and contact RMI immediately.

**Visible** damages must be acknowledged at the point of delivery on the delivery receipt, or the shipment must be refused entirely. Damage to the packaging & wrapping constitutes visible damage and warrants opening the packaging to inspect further. Contact RMI's Customer Service Department with the tracking/PRO #, description of damaged goods, copy of the signed delivery receipt notating damage/exception, and photos of the damage. Keep the damaged product in or with the original packaging material if possible. While awaiting inspection by the carrier, the consignee must hold the damaged shipment and its contents in the same condition that they were delivered in.

**Concealed** damage as a result of shipping must be disclosed to RMI within 48 Hours. Contact RMI's Customer Service Department with the order/invoice #, description and photos of the damaged goods along with photos of the packaging. RMI must prove packaging was intact when delivered in order to file a concealed damage claim.

### Return Policy

All returns require return authorization and a Return Material Authorization (RMA) number. If RMI is responsible for an order processing error, RMI will ship the replacement free of charge and take responsibility for the costs associated with return shipping. The customer is expected to disclose order/shipment problems within 10 days. The Customer should coordinate with RMI's Customer Service Department, as quickly as possible, on all order processing errors in order to facilitate the return and reorder process.

**Nonstock, special order, and discontinued items are nonreturnable. Return Authorization will only be approved, at RMI's discretion, for stock product purchased in the past 45 days.** Approved returns will be issued credit at the invoiced cost less a 20% restock fee and return shipping. All authorized returns will be inspected upon arrival and must be in sellable condition and packaged in the original packaging. Due to its fragile nature, venting components are only returnable when palletized. Returns will be denied credit for the following reasons, including but not limited to: product that has been opened, used or installed, repackaged, packaging abused, or missing/incomplete product.

After receiving an RMA number from RMI customer service, the RMA number must be written on a separate piece of paper and taped to the return, do not write on the product or packaging. The customer is expected to return the product in a timely manner, otherwise credit may be denied at RMI's discretion. The customer may request that RMI coordinate the return shipping. If so, the customer will be responsible for the shipping costs and assumes all risk of any damage or loss that occurs on the return shipping. An RMA can be found at [raymurray.com](http://raymurray.com) or requested from customer service when receiving return authorization.