



Avallon 2014 Return Policies

Ship Damaged Items:

Any and all shipping related damage must be reported to your Avallon account manager within 1 week or less from the time the end user takes possession of the item from the shipping carrier. In order to be eligible for return, the item must include all original packaging. (Including over box if applicable) Any return requests related to shipping damage received later than 1 week after delivery has occurred or that do not include all original packaging will be denied. If the shipping damage return request satisfies all parameters previously listed a return RA will be created and a pickup will be scheduled so the damaged item may be retrieved and brought back to the Avallon returns warehouse. Once the damaged item is fully received back into our warehouse a replacement unit will be shipped or credit applied back to the original payment method depending on the nature of the return RA created. **Except for rare occasions, that must be preapproved by your account manager, we will not release the replacement order before the original order has been received back into our returns warehouse and inspected to confirm all original packaging is included.**

Defective Items:

All Avallon and Koldfront units include a manufacturer warranty. The length and terms of the warranty are listed within the owner's manual of each model. Customers who believe they may have received a defective product will need to contact the Avallon / Koldfront service center for assistance. Avallon service center: (866) 319-5473, M-F, 8am to 5pm CST. Should Avallon deem the unit defective within the initial labor portion of the warranty they will make arrangements with the end user to arrange for the unit to be picked up and brought back to the Avallon warehouse for repairs. The shipping costs related to the labor portion of the warranty agreement will be covered by Avallon. Should Avallon be unable to successfully repair the item within the labor portion of the warranty agreement they will replace it for the customer with a new model. **Replacement units will not be shipped until the first unit is successfully received back into the Avallon warehouse and a full diagnosis has occurred and any needed repairs attempted. Defective items returned back to the Avallon warehouse for repair will need to include all original packaging. (Including over box if applicable).**

Buyer's Remorse:

Any return request not related to shipping damage or defect will be deemed a "buyer's remorse" return. All buyer's remorse return requests must be submitted to your account manager within 30 days or less from the time the product is received by the end user from the shipping carrier. Buyer's remorse return requests received past the stated 30 days or that do not include all original packaging (including over box when applicable) will be denied. All approved buyer's remorse return requests will include a 20% restock/shipping recovery fee that will be deducted from the refund to the original payment source once the item is successfully received back into our returns warehouse. All buyer's remorse items must be shipped back to our warehouse utilizing the same shipping method as when received. (ex: ground delivery items must ship back via FedEx or UPS ground and LTL /freight carrier items must be shipped back via LTL carrier)