



ComfortPro Systems, LLC
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5-15-2017 POLICIES

WARRANTY, FREIGHT, CUT TO LENGTH PIPE, SPECIAL ORDERS, PACKAGING AND RETURNS

SECTION I AQUAHEAT, AQUASEAL, TERRE-PEX

A. E-WARRANTY CLAIM PROCEDURE

- Distributor electronically fills out Defective Material return form completely and submits it to warranty administrator. customerservice@comfortprosystems.com
- Return goods authorization (RGA) will be issued immediately.
- **All parts < \$75.00 distributor net material cost to be field scrapped with authorization from warranty administrator / regional manager.**
Note: ComfortPro Systems reserves the right to request defective material to be returned prior to processing any defective material claim.
- **All parts > \$75.00 distributor net material cost to be returned to Itasca.**
- When we receive both forms an RGA will be issued authorizing the material return to ComfortPro Systems.
- ComfortPro Systems issues credit or returns the material.
- Distributors will have up to 30 days to return the material to Itasca.
- All material must be shipped freight prepaid to Itasca, Illinois warehouse.

B DEFECTIVE MATERIAL WITH LABOR CLAIMS

All Labor claims will require complete distributor documentation, sales agent documentation, jobsite photos, and the part or parts in question returned using our full detailed warranty process.

Defective Material Labor Claim Procedure

- Distributor electronically fills out Defective Material return and the Project Information form and electronically submits it to warranty administrator in Morton Grove.
customerservice@comfortprosystems.com
OR
- Distributor completely fills out the Defective Material return form and the Project Information form and faxes it to warranty administrator in Morton Grove.
Note: All forms are available in the professional section RGA of our website.
- Sales agent inspects the project and documents information.
- When appropriate, includes jobsite pictures, etc.
- Water samples are required if manifolds are involved.
- When we receive both forms an RGA will be issued authorizing the material return to ComfortPro Systems.
- ComfortPro Systems issues credit or returns the material.

SECTION II FREIGHT

If you receive a shipment that is damaged or missing items, file a claim with the truck line immediately, take digital pictures, and notify our operations department customerservice@comfortprosistemas.com Products with hidden and concealed damage are treated as warranty items.

SECTION III CUT TO LENGTH PIPE

All cut to length **TERRE-PEX** tube orders have a per cut service charge based on the outside jacket size.

All Terre-Pex tube: * \$50.00 per cut

All cut to length **AQUAHEAT & AQUASEAL** tube orders have a per cut service charge based on the outside tube dimensions.

All AquaHeat & AquaSeal tube: * \$50.00 per cut

Cut to length pipe orders are non-returnable.

SECTION IV PACKAGE QUANTITIES

All orders received with quantities less than our standard package (bag or box) will be rounded up to standard bag or package quantity. We will not break standard package quantities for any products.

SECTION V RETURNS

All material must be pre-approved, current product, in good condition and in original boxes and shipped freight prepaid to Morton Grove, Illinois warehouse. Upon return and after inspection, credit will be issued at the original purchase price less a 20% restocking charge.

SECTION VI SPECIAL ORDERS

All special order non-stock material is non-returnable.