

# Warranty and Returns

## **Terms:**

We can only ship parts charged to a current credit card or PayPal account. We do not ship COD. We charge your card when the item has shipped. You can purchase with a check or money order from a U.S. bank or financial institution.

## **Local, state and national laws:**

We will not knowingly sell parts to consumers that will in anyway be in violation of local, state or national laws.

## **Special knowledge and tools:**

We reserve the right to not sell parts that require special knowledge or tools in order to be properly installed or applied or that can present a danger to life or property when not properly installed. In these instances, we would refer you to your local Independent Lennox dealer.

## **Warranties:**

All parts have a one year warranty for defects unless stated otherwise. Defective parts that are under warranty must be returned to us to receive warranty credit. The Lennox model number and serial number of the Lennox product that the repair parts were installed on will be required before a warranty can be processed. We cannot warranty parts that were installed on a non-Lennox product. If you have a part failure while the part is under warranty, you need to contact us before you return the defective part. All returns require a returned material authorization (RMA) number. Electrical parts that are damaged from improper wiring or modification cannot be warranted. **WARRANTIES CANNOT BE PROCESSED WITHOUT THE MODEL AND SERIAL NUMBER FROM YOUR LENNOX PRODUCT THAT THE PART IS BEING INSTALLED ON.**

## **Errors that are our fault:**

If you receive the wrong part, and it is our error, we will allow you to return the part for a full refund and we will pay to ship the replacement part to you. You will receive a credit for your returned part and you will be billed for the correct part after it has been shipped to you. All credits will be applied to the credit card account that it was originally billed to.

Example: You order a new burner for your G20Q3/4-100-2A furnace and we accidentally ship you a burner that doesn't fit your furnace, you can return it for full refund to your credit card. We will pay the shipping to send you the correct part.

## **Errors that are your fault:**

If you order the wrong part, we will allow you to return parts in their original like new packaging. Parts that are returned for restocking must be returned with shipping costs prepaid. Parts returned for credit must be in new and sellable condition in their original packing, Returned parts must include all instructions and packaging material.

Example 1: You order a new fan relay for your furnace, install it, and then find out that your real problem was the fan motor, not the relay. Since a fan relay is an electrical part, we will not be able to offer a refund, even if you ordered the wrong part.

Example 2: You order a fan blade for your condenser because you think it is the source of a squeaking noise. After you receive the new fan blade you realize that the source of the squeaking noise is actually the fan motor bracket, not the fan blade. You can return the fan blade, but a 25% restocking fee will apply. You are responsible for all shipping charges to return the fan blade.

**Shipping Policy**

We ship from our own warehouse and, in some cases, we ship from our vendor warehouses. Please note all orders placed after 1:00 eastern standard time will be processed the following morning. If parts are needed prior to this time please feel free to contact our parts specialist at 1-734-326-3900 to inquire about availability.

**Returns:**

You must receive a returned material authorization (RMA) number before you return parts. Warranty parts and parts returned for credit require a RMA number. Shipments received without an RMA number plainly visible on the outside of the shipping container will be refused and returned to you. We strongly recommend that you ship your return packages with a service that can provide proof of delivery.