

Date: 06/13/2024

Zonatherm Parts Return, Item Discrepancy, and Will Call Policy

Returns

- Returns will only be accepted within 30 days of the invoice date unless the service parts are covered under warranty through Vertiv.
- All returns need a Return Merchandise Authorization ("RMA") issued by Zonatherm before being shipped back and/or dropped off. Returns sent back without an RMA will not receive credit.
- All returns must be sent back in the original packaging. The part must be unused and in the same condition as you received it. If the part is damaged upon receipt, please note that in the request for an RMA.
- Returns or canceled special orders are subject to a 60% restocking fee.
- All other returned or canceled orders are subject to a 20% restocking fee.
- All return shipping costs are the responsibility of the customer.
- Shipping and Freight charges are not subject to credit, including warranty charges.
- Handling charges are not subject to credit, including warranty charges.
- Credit for a return will not be issued until the returned part arrives and is received at our warehouse.

Item Discrepancies

- Item Discrepancies need to be reported within 48 hours of delivery via email to parts@zonatherm.com
- If you are utilizing our Zonatherm delivery team, you may request they stay on-site while you inspect your delivery. Otherwise, the 48-hour reporting window still applies.
- Item discrepancies reported after 48 hours of delivery will not be accepted.

Will Call

- Will call orders will be held in our Parts office for two weeks from the date of invoice.
- Orders not picked up after two weeks will be subject to a 20% restocking fee and placed back on our shelf.
- Special orders not picked up after two weeks will be subject to a 60% restocking fee and placed back on our shelf.
- After two weeks, a new order must be placed.