



Warranty Policy

Hessaire Products, Inc. provides the following limited warranty which is valid from the date of invoice to the original purchaser on all products that are tested and/or verified by Hessaire to be defective in materials and/or workmanship.

This limited warranty applies only to products used for the intended purpose under normal use. A two year limited warranty applies to all assembled product unless noted as an exception below. A 90 day limited warranty applies to all replacement parts used for intended purposes under normal conditions.

This warranty does not cover failures, defects or malfunctions due to the following:

- Normal wear and tear
- Improper operation, installation or operation, installation not according to instructions
- Misuse, abuse, negligence, alteration or accident
- Freight or transportation damage or shortages resulting from carrier mishandling.
- Product modifications
- Neglect or lack of maintenance
- Use with non-Hessaire products

In addition, this warranty does not cover:

- Return freight or delivery costs
- Removal, installation, and associated labor costs
- Loss of time, inconvenience, labor, use of product or other consequential or incidental damages
- Cosmetic rust, corrosion, staining
- Products missing proper labeling or nameplates

Terms:

- Warranty period is effective starting when product ships from Hessaire facility.
- Parts used to cover warranty of a Hessaire product will carry a warranty of either 90 days or until the original product warranty period expires.
- Defective products will be replaced or repaired at the option of Hessaire Products. Defective products shall only be returned to Hessaire with the approval of Hessaire Products and at the customer's expense.
- Warranty replacement products will be shipped to the customer at the expense of Hessaire Products.
- Field repairs/replacements will be performed by the customer at the customer's expense.

Exceptions To 2 Year Warranty:

- All 18" HAF and Stir fans: 1 year limited warranty.
- All shutter mounted and guard mounted exhaust fans: 1 year limited warranty.
- Replacement parts: 90 day limited warranty.

Returns:

An RMA number is required for all returns. All items must be returned with all original parts and packaging. Additional charges may apply for missing or damaged parts.

Customer must re-package and ship their item(s) back to the manufacturer at their own expense. No freight cost/shipping cost will be refunded to the customer.

A tracking number will be required for each return shipment.

Upon receipt of the product, including original parts and packaging, we may issue a full refund for the product or may repair or replace the item(s) with a new or refurbished product.

If our returns department finds the item to be not defective, the customer may be responsible for extra shipping charges and up to a 30% restocking fee.