

## Product 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 products unless noted as an exception below.

**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

**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 docks.
- Defective products will be replaced or repaired at the option of Hessaire Products. For installed assembled fans, Hessaire will provide replacement parts only and will not replace entire assembly.
- Defective products shall only be returned to Hessaire with the approval of Hessaire Products and at the customer's expense.
- Replacement products or repair parts under warranty will be shipped to the customer at the expense of Hessaire Products within the continental United States. For warranty outside of the continental US, replacement parts will be shipped to the nearest continental state at the expense of Hessaire Products. Hessaire Products reserves the right to ship products with the freight forwarder of their choice.
- Field repairs/replacements will be performed by the customer at the customer's expense.

**Products with warranty periods other than the standard two-year limited warranty:**

- (18B4B3, 18B4W3-90, 18B4W3-W, 20B4WV-W, 24B4WV-W) 1 year
- (All intake shutters) 1 year
- (Inflation blowers and related accessories) 1 year
- (Evaporative coolers) 1 year
- (All replacement parts) 1 year

**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.

Effective Date: January 1, 2019

Rev. Date: 10/18/2018

**Sign** \_\_\_\_\_ **Date:** \_\_\_\_\_