

RETURN GOODS POLICY

- A Returned Goods Authorization (RGA) number is required before units are shipped to Honeywell. RGA numbers are issued by the factory customer service area and should be properly reflected on the paperwork received by the factory.
- Returned units must be of the current design and in unused/salable condition. Also, they must be in their original packaging and shipped back to the factory with the freight prepaid.
- Units which do not meet the above requirements will be returned to the customer freight collect.
- All units returned are subject to a restocking charge. At a minimum this charge is 25% of the sale price. Remote seal and flange products are subject to higher restocking fees (due to the higher rework costs). Restocking charges are determined once returned to the factory and inspected. As a courtesy customer service at the factory will try to provide an estimate of the restocking charge on remote seals and flanges at the time of RGA issue but final charges can not be determined until the unit is received and inspected.
- “Special” units (those with a “Y” in front of the model number) are not returnable for credit but customer service will review these requests with the factory (again as a courtesy to the customer).
- Restocking fees will not be waived by the factory.
- If an RGA is required due to an error on the part on the branch (e.g., order entry error) the branch is responsible for the factory restocking costs. This is accomplished by entering the branch account number into the system when the RGA order is created.
- Credits will be issued after the units are received at the factory and pass inspection.