



1705 Peachtree Rd.
Mesquite, TX 75180
Phone: 866-884-8822
Fax: 972-288-8486

RETURN POLICY

WARRANTY COVERAGE

Warranty coverage includes any part which, when installed on a vehicle or system, is found to be defective within the period covered by limited warranty and service policy, and are subject to terms of the warranty policy.

Warranty coverage also includes any part, which is found to be defective when unpacked from the original container in which it was shipped. **THIS DOES NOT INCLUDE FREIGHT DAMAGE.** The customer must handle freight damage claims with the appropriate freight carrier to receive credit for freight-damaged goods. Insurance costs from all freight shipments are the responsibility of the customer receiving the goods in transit.

TTA/C warrants all of TTA/C's products to the original purchaser for up to one (1) year from date of purchase unless otherwise indicated. Ultimate responsibility of product warranty and length or term of warranty lies with each manufacturer, and therefore all manufacturers warranties will prevail against distributor returns. All returned products are subject to inspection and verification of warranty conditions and policies before credit will be issued. Electrical products are warranted for 30 days from the date of installation unless otherwise specified by the manufacturer.

It is the responsibility of every TTA/C distributor/dealer to correctly install any TTA/C parts in accordance with the Original Equipment Manufacturers instructions and policies. It is also their responsibility to have technicians/installers properly trained so they can handle service complaints and warranty problems, as well as identify parts, order parts, and to properly handle return parts under warranty.

SHIPPING DAMAGE

Visible and concealed damage is not covered under warranty. Distributors must submit a claim to the freight carrier in accordance with their procedures for reimbursement. Additional freight damage insurance protection of all product shipments is the responsibility of the customer. Please notify your sales representative at the time order is placed and notate in writing the request for additional insurance.

DEFECTIVE PARTS RETURNED TO TTA/C

TTA/C reserves the right to conduct a review and inspection of each warranty claim and to accept or deny any claims not meeting TTA/C's or the manufacturer's requirements for warranty. TTA/C will not warranty parts, which it did not sale, have been abused, mishandled, altered or used inappropriately. TTA/C does not warranty freight damage of any kind. All incidental or inconvenience costs will not be paid by TTA/C for any reasons. NO labor or refrigerant allowance whatsoever will be paid on any individual TTA/C part sales.

All warranty returns must have a TTA/C Return Material Authorization number (RMA) obtained from Returns Department before product(s) may be returned for credit or warranty consideration. Returns without a TTA/C RMA number, or not matching material or quantity approved on the RMA will be refused. Customers will be notified of denied claims which will be held for no more than 30 days and then scrapped, unless the customer request the products be returned to them freight collect. The RMA number must be clearly identified on each and all cartons being returned, to be accepted by the TTA/C receiving department.

RETURN PROCEDURES

TTA/C's distributors must initiate return procedures by requesting a "Returns Materials Authorization" (RMA) Request Form and returning the request to TTA/C. All return requests must be submitted in writing via U.S. Mail, via the TTA/C fax number (972) 288-8486, or via TTA/C's website (www.ttacparts.com) customer support drop down. After receiving the request, a return authorization form with RMA number, or denial letter will be sent to the customer. **All documentation and cartons must contain the RMA number**, if not the product may be returned at the customer's expense. **A copy of the RMA form must be used as packing slip and accompany the shipment.**

Freight charges for returned product(s) are the responsibility of the distributor and all products/merchandise must be returned "Freight Prepaid". Any product being returned by any means other than freight prepaid will be refused by our Receiving Department and returned at the distributors'/customers' expense. Shipping product "Freight Collect" will only be allowed under special circumstances at TTA/C's discretion and must be approved in advance.

Returns will only be accepted at TTA/C. All returns should be shipped to 1705 Peachtree Rd., Mesquite, Texas 75180.

Any product returned opened or damaged may be returned to the distributor/customer at the distributors'/customers' expense or subject to a re-boxing fee. If returned to the distributor/customer, no credit will be issued against the RMA. Product must be in original carton, unopened and in resalable condition before return credit will be considered. Product must have been purchased within the past (6) months from the date or return request to be eligible for return consideration. No special priced, short and sweet

deals, special quotes, special order products or merchandise not purchased from TTA/C may be returned for credit.

All credits on returned product will be applied to account balance only. No checks will be issued for a credit balance. Distributors will only receive credit based on the original invoiced prices for items approved for return, less applicable discounts or fees for product returned to TTA/C.

Unauthorized returns will be returned to the distributor at the distributor's expense.

Product returned must be in resalable condition. That is, product must be undamaged, carry an identifiable TTA/C part number, and be in original unopened cartons. Testing may be required before credit can be issued. Distributors/customers will be contacted by TTA/C if any product is ineligible for credit or if any discrepancies arise. The distributor/customer is responsible for the decision to return the ineligible product, "Freight Collect" or scrapped without receiving credit.

PARTS CLAIMS WILL BE REJECTED IF:

1. Upon inspection by TTA/C, the part is found to be unsatisfactory and not within manufacturing or manufacturers standards.
2. The part is damaged due to improper installation, abuse, misuse, improper removal, defacement, or visible shipping damage.
3. The part is not manufactured or furnished by TTA/C.
4. The claim is over 60 days old from the date of the RMA was issued.
5. Part is returned without proper authorization.
6. Any of the following parts are returned to TTA/C without shipping/sealing caps in place and properly packaged before shipment: Compressors, Evaporator Cores, Condensers, Driers, Accumulators, or Expansion Valves.