



Climatic Comfort Products

Return Policy

Climatic will accept returns of any stock product (equipment and/or parts) within 30 days of purchase date with a 20% restocking fee; or for an equal or greater value of merchandise purchased at time of return.

EXCEPTION:

- Cash Sales – there will be no refund on any Cash Sale.

The restocking fee will be shown as a separate line item on your pick/invoice. Any return must be in new and unused condition in its original packaging with all instructions and literature and suitable for resale.

EXCEPTIONS:

- Refrigerant cannot be returned.
- Electronic Parts, such as circuit boards, fuses, etc. cannot be returned.
- Chemicals cannot be returned.

All returns must be authorized by Climatic prior to the return with confirmation of an RMA. No credit will be issued without an RMA. Store Manager/OPS Manager must approve all returns. Notes on RMA are required for return; i.e., reason for return, restock fee, restock waived because customer purchased like-priced item, etc.

Special order and non-stock items may only be returned if the manufacturer will accept the return; any fees, freight, shipping & handling and/or restocking charges will be the responsibility of the customer making the return.