



Hearth Products Controls Co
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Product Return Policy **Returns will not be processed without an RMA!**

All returned product must have an RMA (Return Merchandise Authorization) issued by one of our technical support staff in the box with the product. To get an RMA please have your original purchase information available and contact us to describe the reason for wanting the RMA. The RMA is valid for 30 days and the number must be indicated on the outside of the box to be returned. Once we receive the product back, testing will begin.

If the reason is a defective product, a support person will attempt to solve the problem over the phone. If customer support cannot troubleshoot the problem over the phone, a RMA and a return services (UPS) label will be issued.

Product Testing Program

A Product Testing Report will be filled out by our testing department showing what was found in testing and the disposition of tested products. This report will be included with any products returned to customer.

- Defective:** If an item is found to be defective it will be repaired or replaced at our discretion. HPC will absorb all costs of incoming/outgoing freight and replacement or repair costs if product is in warranty.
- Non-defective:** If the product is found to be non-defective it will be returned to the customer– no credit will be given. Freight in and freight out are at customers expense.
- HPC Error:** If a return is needed due to a mistake on our part, we will issue a RMA and Return Services Label. When products are received at HPC, credit will be issued for the products and the outgoing freight on the original invoice.
- Customer Error:** If an RMA is asked for and covers current new products in the original package, we will authorize the return. The customer is responsible for the return shipping. When products are received we will issue credit for the original customer cost less a 20% restocking charge. Custom orders do not apply.
- Excess Inventory:** If due to excess customer inventory (of current new products in original packages only) we may issue a RMA. The customer is responsible for the return shipping. When products are received we will issue credit for the original customer cost less a 20% restocking charge.