

# RETURNED GOODS POLICY



## RETURNED GOODS

Please note that only goods accompanied by a return material authorization number can be processed. Returned goods which arrive at our premises without an authorized RMA number shall be refused or returned at the cost of the sender.

The following procedure is to be followed to in order to ensure proper and undamaged returns processing.

- All goods to be returned must be reported in advance. Please use the "Request to return product" form. This form is available in the dealer login area of [amantii.com](http://amantii.com) or by emailing your representative.
- All goods which have been registered and approved for return are assigned a return material authorization number that is communicated in advance to our receiving warehouse,
- We will email you a copy of the RMA label with unique number as well placement instructions.
- This is to accompany the returned goods when you send it to us. One copy should be retained for your records.
- The returned material authorization (RMA) number must be included in any correspondence regarding the shipment.

## IMPORTANT: Please observe all of the following provisions

Products can only be accepted for return upon receipt of our written approval. Returns should, of course, be limited to those brought about in exceptional circumstances.

As a rule, the following cannot be returned

- Products which are eligible for parts under our warranty
- Products damaged in transit (please refer to ordering policy regarding freight claims)
- Products that have had their original manufacturers packaging opened
- Products that have been out of their original manufacturers packaging

Products which have been ordered incorrectly may be returned within 7 days of delivery, as long as they are still in the original packaging and have not been used or installed, are re-sale-able and in a technically faultless condition. The packaging must be in its original state, i.e. unopened and the exterior must not be altered by the presence of any permanent marker, branding or labels that will damage the carton. Goods delivered to our premises shall only be accepted if freight has been prepaid by the shipper.

Products must be returned via freight carrier and properly secured on a appropriately sized pallet. To minimize exposure to the packaging, it is advised that the unit be wrapped in plastic wrap once secured to the pallet. Units must not be shipped via courier and any units arriving to the warehouse via courier (such as but not limited to UPS or FEDEX) will not be accepted and will be returned to the sender at the expense of the customer.

Returns must include a copy of the original invoice as well as a copy of the RMA label provided.

If the packaging shows signs of damage, the product will be returned at the expense of the customer or scrapped, as desired. If a return is desired, we are to be notified of this within a period of 5 days.

All returns are subject to a 20% restocking fee.

## CONTACT INFORMATION

**Eastern Canadian Order Desk Contact:**  
Phone: 877.850.9458 - Ext 4  
Email: [eastcanorders@cannedheat.com](mailto:eastcanorders@cannedheat.com)

**USA Order Desk Contact:**  
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**North America West Technical Service:**  
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**Western Canadian Order Desk Contact:**  
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**North America East Technical Service:**  
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