



WARRANTY POLICY

1. All items manufactured by Climatek are warranted against defects in workmanship and/or materials under normal use for a period of one (1) year. The buyer acknowledges that they have determined that the goods purchased will suitably meet the requirements of their intended use. In no event will Climatek be liable for consequential, incidental, or other damages.
2. All products manufactured by Climatek are covered for up to a maximum of one (1) year from the date of purchase, subject to terms and conditions.
3. For all products please fill out the Climatek Warranty form completely on the website link. *If any information is missing from the warranty form, your claim will be denied*
4. A reason for failure MUST be provided for each item on the warranty claim.
5. All products will need to be returned to Climatek's Warranty department within 2 weeks (14 days) of receiving the return information. All accessories and paperwork should be included with the original box the item was shipped in. The buyer acknowledges that they will be responsible for the return shipping costs to send this part back to the warranty department. The customer should use a traceable shipping method to ensure the safe and timely delivery of the part.
6. Climatek will only issue a credit to the customer for the cost of the part, excluding shipping charges, if a new order was already placed via the NorthAmericaHVAC.com website. Proof of purchase will need to be provided before the credit can be issued.
7. If the customer is requesting a replacement part, this will be shipped out after receiving the defective part back at our location. We will honor one (1) reshipment per warranty claim. Climatek will cover the cost of reshipment to the customer.
8. If the part is not covered under the warranty, Climatek will inform the customer of the reason and may offer a replacement option at the customer's expense.
9. If more information for the warranty claim is needed, or if the customer did not fill out the entire warranty form, Climatek will allow the customer 2 weeks (14 days) to submit the necessary information to the claims department. If that information is not received within that time frame, the customer voids their option for a warranty claim.
9. Replacements and refunds are NOT to be issued until the product has been received by Climatek and upon verification that the warranty paperwork has been submitted fully by the customer.
10. The customer will not dispose of any products unless they have received written notification from Climatek to do so.