



DAMAGE CLAIMS POLICY

Climatic Home Products ● www.climatichomeproducts.com
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PO Box 25189, Columbia, SC 29224, ATTN: Claims Department

The Climatic Home Products (CHP) Damage Policy was designed to assist authorized dealers in resolving problems arising from damages and shortages that occur during the shipment of Home Products merchandise. This plan has been devised to provide a more uniformed and efficient method of assistance when such problems occur and will cover in-transit damage, as well as the procedures for returning merchandise.

SHORTAGES

Must be noted on the carrier's Bill of Lading and reported to CHP Damage Claims Center upon delivery of product. **(CHP will not be responsible for shortages on delivery receipts that are signed complete).**

VISIBLE DAMAGES

If visible damage is observed at time of delivery, a description of the damage must be noted on the carrier's bill of lading. If customer is keeping product, it must be reported to the Claims Center **NO LATER THAN 10 BUSINESS DAYS FROM RECEIPT OF DELIVERY.** ^{SEE NOTE} If customer refuses product at time of delivery, a description of the damage must be noted on the carrier's bill of lading. The carrier must call the Claims Center for a return authorization.

- Dealers must inspect will-call orders before leaving the warehouse. Pick-up orders are not eligible for claims.
- Ten business days after shipment, Credit will not be issued for any visible damages.

CONCEALED DAMAGES

(Concealed damage is defined as product having no visible damage or excessive wear and tear to the carton/packaging). This damage must be reported to CHP Claims Center within 90 business days of receipt. Concealed damages reported after 90 business days are subject to CHP approval. ^{SEE NOTE}

- Damaged products cannot be scrapped if original packaging is not available for inspection.
- Ninety business days after shipment, credit will not be issued for any concealed damages.

RETURN OF MERCHANDISE

- Before returning any unit, you must get an RMA from CHP Damage Claims Center. This RMA is required for processing and helps to establish a delivery time that is mutually acceptable for the dealer and CHP specified carrier.
- Consideration for a return of a new and unused, factory sealed product is at the sole discretion of CHP Senior Management. Dealers will be responsible for return freight cost and 40% restocking fee on all good (undamaged) products returned.
- Consideration for return of any product will be contingent on the fact that the product is in the original factory carton and packaging material is intact. If the carton/packaging material has been discarded or compromised, return of merchandise to CHP is not an option.
- The return Bill of Lading and cartons must reference the merchandise return authorization number. Returns that do not have the authorization number will be refused.

SCRAPPING DAMAGED or CONCEALED DAMAGED UNITS

An approved item can be scrapped if it cannot be sold or given to a person or entity in its current state or functionality.

- If damage is visible at the time of delivery and the unit is not usable, the dealer should note on the carrier's bill of lading and report to CHP Claims Center by fax or email within 10 business days. ^{SEE NOTE}
- If damage is concealed and unit is not sellable, the dealer should contact the CHP Claims Center by fax or email within 90 business days. ^{SEE NOTE}
- When and only when the product is approved to be scrapped, the serial plate must be removed, attached to the CHP Return Authorization, and mailed to our Claims Specialist at the address listed above. (The Dealer should retain a copy of the form with the serial number plate for their files just in case the original serial number plate gets lost in the mail.)

SERVICE UNITS

All products sold by CHP follow our Vendors policies and procedures when it comes to service. CHP's Vendor partners require "Fix First." This includes all DOA units. Unless otherwise communicated in writing, "Fix First" is in the policy.

Note: A photograph of carton and unit must accompany claim form by email.