

# DCNE RETURN POLICY

EFFECTIVE NOVEMBER 5, 2024  
FOR EQUIPMENT & FINISHED GOODS ONLY

This policy supersedes any current or prior return policy as it pertains to R410A equipment & accessory items.

1. As manufacturers have begun the conversion to R454B and closed distributor replenishment of R410A DCNE is announcing a **last call for return of any R410A products. We will be accepting returns of locally stocked R410A items up until November 30th, 2024. After that date all sales of R410A units and accessories will be considered final. Please plan accordingly.**

**A Return Authorization Tag must be requested by the customer through your Sales Order Correspondent, Inside Sales Dept., Branch Manager or online prior to returning a product.**

- Any item not detailed on the Tag will not be considered for credit
  - Please do not ship item(s) back without the proper authorization
  - **Your Territory Manager does NOT have authority to approve the return of any product.**
  - When calling ahead, please provide the following information:
    - 1). Invoice number & date
    - 2). Model & serial number(s) of product(s) in Question
    - 3). **Specific** reason for return
  - Returns are only accepted within **30 days of invoice date**
  - Requests may be denied or subject to restocking fees
  - **Phased out &/or discontinued products are non-returnable regardless of date of sale.**
  - Products must be **returned to DCNE freight prepaid**. Collect shipments will be refused unless prearranged.
2. All products must be in **new & unused condition** and in the original packaging OR it may not be considered for return. If Open Box product is accepted & repackaging is required, the dealer credit will be reduced by any applicable material costs.
  3. **Specially ordered, obsolete OR non-stock factory direct products that have been modified by either the dealer OR by the manufacturer for the dealer will not be considered for return.**
  4. A Return Authorization Tag will be valid for **30 days** after which time it will be cancelled. A replacement tag may be issued but **restocking fees** would then apply.

## Did you Know....

Returns can now be initiated online  
in your account's order history

### IMPORTANT NOTE REGARDING FREIGHT/ CONCEALED DAMAGE

This policy refers to product that is **NEW & UNUSED**. It is the responsibility of the dealer to file any necessary freight claims with the freight company for product that has been damaged in transit. This includes concealed damages. For all equipment that originated as a pick up at any DCNE location, the release may be **stamped with a signed disclaimer for improper loading & transport** of equipment by customer at time of pick up. **DCNE will not be responsible for any damages incurred under these circumstances** upon verification of said stamped/ signed release resulting in **refusal of return**. In addition, this policy refers to **equipment and finished goods only. For questions regarding PARTS returns, please contact your local Parts Branch.** Our goal is to make these transactions as simple as possible for all parties involved. Please assist us in our efforts by having a clear understanding of this policy. If you need to have any items on the policy clarified, please contact your salesman, sales order correspondent or the Sales Order/Inside Sales Manager. We are happy to help you in any way possible. As always, we thank you for your cooperation.

**ALAN ELDER**  
Sales Order Manager  
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# DCNE