



Hearth Products Controls Co
706 Congress Park Dr
Dayton, OH 45459

(877) 585-9800 Toll Free	(877) 506-9803 Toll Free Fax
(877) 433-7001 Toll Free	(877) 433-0704 Toll Free Fax
(937) 436-9800 Office	(937) 436-9803 Fax
(937) 433-7000 Office	(937) 433-0704 Fax

www.hearthproductscontrols.com

PRODUCT RETURN POLICY

As discussed in a prior memo, our sales growth and our Product Testing Program have created an increasing volume of products being returned for one reason or another. A very high percentage of this merchandise is not defective. This has necessitated a more organized and cost effective approach to this situation. The product testing program is still a good training tool for us and our customers but needs some adjustment. Here is a sort of capsule description:

A) All returned product must have an RMA (Return Merchandise Authorization) from one of our technical support people, in the box with the product.

Products will not be processed without an RMA

To get an RMA just call, fax or e-mail tech support, describe the reason for wanting the RMA.

B) If the reason is a defective product the tech support person will attempt to solve the problems over the phone. If that doesn't work out, an RMA and a return services (UPS) label will be issued.

PRODUCT TESTING PROGRAM

When these items get here they will all be tested:

- b1) 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, replacement or repair costs and, if product is in warranty, possibly a warranty labor amount.
- b2) If a remote control is found inoperative due to a battery or programming related failure, we will provide new batteries and/or another set of programming instructions. Customer is responsible for incoming and outgoing freight.
- b3) If the product is not a battery operated device and is found to be non defective it will be returned by UPS Freight in and out are at customers expense.
- b4) For products or parts that have been tested and found to be defective our customers have a choice. They can have us send them a replacement for the product or part or have us build a whole new kit using that part and any other parts that had been returned to us on the same RMA and adding any other parts needed. The customer will be billed only for the added parts. HPC will absorb the cost of testing, building the kit and freight both ways.

- b5) For products or parts tested and found not defective our customers have a choice. They can have us return the part of the product or have us build a whole new kit using that part and any other parts returned to us on the same RMA and adding any other parts needed. Cost of the added parts plus freight both ways will be billed to the customer.
 - b6) A Product Testing Report will be filled out by our testing department showing what was found in testing and disposition of tested products. This report will be included with any products returned to customer.
- C) If a return is needed due to a mistake on our part, we will issue a Return Services Label and when products are received at HPC, credit will be issued for the products and the outgoing freight on the original invoice.
- D) If an RMA is asked for and covers current new products in original package:
 - d1a) If due to customer order error, we will issue a return services label.
 - d1b) When products are received we will issue credit for the original customer cost less a 15% restocking charge and the cost of the return freight.
 - d2a) If due to excess customer inventory (of current new products in original packages only) we will issue a return services label.
 - d2b) When products are received we will issue credit for the original customer cost less a 20% restocking charge and the cost of return freight.