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Returns Policy



ACWholesalers is the nation's largest direct-to-consumer distributor of Heating, Ventilation and Air Conditioning Products. We stand behind what we sell and provide a superior level of customer support.

ACWholesalers promises to deliver high-quality products, in new and excellent condition, to your residence. If, for any reason you're not completely satisfied with your purchase, simply request a [Return Merchandise Authorization](#) for any unused / not installed merchandise. A 15% restocking fee will be charged on all returned merchandise, unless defective.

Returns for Unused / Not Installed Product(s):

4.4 ★★★★★
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Shipping & Returns

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[Returns Policy](#)
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We can process returns for unused / not installed product(s) and refunds only for items purchased from ACWholesalers.com. If attempting to return a product from one of our affiliates, you will need to visit their website and follow their Returns Policy guidelines. To set up a return for unused / not installed product(s) purchased, first make sure that your request is within 30 days or less of you receiving the product(s).

Secondly, request an RMA (Return Merchandise Authorization) either online (see Return Merchandise Authorization section below) or call us at toll-free 1-866-631-6389. If you are returning a product because we made an error in your order, we will promptly send you the correct item at no additional cost, and we will schedule and pay for return shipping. Please contact our customer service and advise of the incorrect item received.

Refund Requirements:

To receive a refund for the product(s) being returned, please make sure of the following:

- Product(s) being returned cannot have been installed.**
- The product(s) must be free from damages, scratches and/or defects.**
- Product(s) must be in resalable condition.**
- Original manufacturer packaging for the product(s) is required to be returned such as manuals, accessories, packaging materials, etc.**
- All free or gift product(s) including accessories must be included with your return.**
- Writing or labels added to the original manufacturer packaging is strictly prohibited.**
- All product(s) that are freight bound must be returned via**

Shipping Policy

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Low Price Guarantee

Distribution Centers

Security & Privacy

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Call Us

866.631.6389

Monday - Friday: 9

AM - 7 PM EST

Sat & Sun: Closed



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freight carriers.

The list below includes the items that must be returned via any freight carrier of your choice. No exceptions will be allowed to this rule:

- Gas Furnaces / Electric Air Handlers
- Gas / Electric Package Units
- Ductless Mini Split Systems
- Air Conditioner Coils (Horizontal / Vertical / Case-Uncased / Slab)
- Heat Pump or Air Conditioner Condensers
- All product(s) must be returned with their assigned RMA number.
- Packages must be sent back by customer via a traceable source, such as UPS.
- Ship your product(s) back within 30 days from receiving your RMA number because the RMA number does carry an expiration date.

Recommendations for a Smooth Return

- Make sure you are provided an RMA number before returning your product(s). Product(s) being returned without an RMA number will be immediately refused by our warehouse.
- If you are unsure which method to use (Ground, Freight or otherwise), call us and we can clear any doubts. Reach us at toll-free 1-866-631-6389 Monday through Friday 9 AM to 8 PM EST.
- We recommend that you retain your tracking number for at least three months after shipping your product.
- Once you receive your RMA Number, package your product(s) and ship it back to us as soon as possible. RMA

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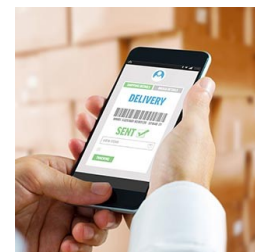
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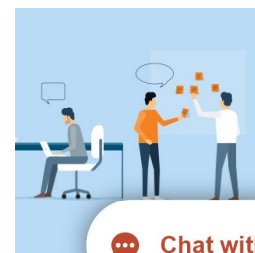
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numbers have a 30-day expiration date.

Items Not Eligible for Return:

- Clearance
- Overstock
- Scratch / Dent
- Free or Gift product(s) as a standalone

What are my responsibilities including charges incurred?

Here are some points that you need to remember when you're returning items:

- You will be responsible for the cost of the shipping for the product(s) being returned.
- You are solely responsible for product(s) that are lost or damaged by the carrier during return shipping to ACWholesalers.
- If there is a product(s) that is lost or damaged by the carrier during transit, you must contact the carrier to file a claim with them.
- All returns associated with our "Free Shipping" offer or returns with the original shipping charges applied will have the original shipping fee(s) that ACWholesalers incurred when shipping your product(s), deducted from the refund amount.
- A 15% restocking fee for each product(s) returned.

Ground Shipments

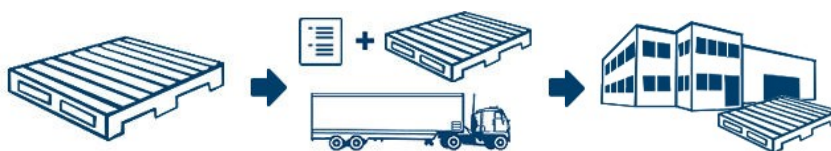
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1. Pack up your purchased product(s) with all the manufacturer contents and product packaging. Make sure to put your product(s) in another box as no markings can be added to the manufacturer boxes.
2. Print out a copy of the Returns Merchandise Authorization Email which shows the RMA Number, and place that along with your returns. Having the RMA Paperwork included in the box will help expedite the inspection and refund process.
3. Use a trackable return shipping method from UPS and ship the product(s) to ACWholesalers Return Center. Please note: USPS is not recommended because of the lack of details on tracking information.

Freight Shipments

When you originally receive your order, if it was shipped in a pallet via Less Than a Truckload (LTL), you will most likely have to return it in a pallet via LTL. If you are unsure if the product(s) being returned require ground or freight services, please feel free to contact us.



1. Pack up your purchased product(s) with all the

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manufacturer contents and product packaging. Make sure to put your product(s) in another box as no markings can be added to the manufacturer boxes.

2. Print out a copy of the Returns Merchandise Authorization Email which shows the RMA Number, and place that along with your returns. Having the RMA Paperwork included in the box will help expedite the inspection and refund process.

3. Select a Freight Company and arrange the pickup of your product(s) and shipment to ACWholesalers Return Center. We recommend keeping the bill of lading documentation for at least 90 days.

What happens after ACWholesalers receives my return?

Once we receive the product(s) back to our facilities we inspect them to assure all guidelines were met as described above. This process normally takes one to two business days for review.

For Approved Product(s):

We will submit the credit for the product(s) within 2-3 business days of approval. Depending on the payment method, some credit(s) can take as long as 10 business days to be refunded to your original payment method.

For Denied Product(s):

The product(s) you are attempting to return failed to meet our return guidelines. We will notify you of such situations and advise that the product(s) will be at our dock awaiting your request for a pickup. Unfortunately, ACWholesalers will not

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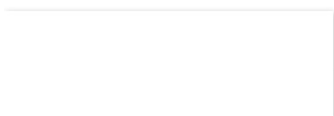
issue a refund of any value nor will we ship the product(s) back to you. You will need to set up a pickup for the product(s) and shipping charges associated will not be reimbursed. If we are unable to reach you after 10 business day(s) from the failed inspection date, you may incur storage charges.

Return Merchandise Authorization (RMA)

To file a return, simply follow the nine easy steps below to create your returns request online!

1. Click login (located above and adjacent to our toll-free number)
2. Once on the sign in page, under "Returning Customer" enter your information (i.e. Email and Password)
3. On the side menu click "Returns"
4. Once selected, the "Request a Return" page is visible
5. Choose an order number containing the item/items you would like to return
6. Check off any item/items that you would like to return and click the "Return Selected Items" button
7. A new page will load with the item/items you have selected to return (Please Review)
8. Select a reason for return using the drop down below and add any additional comments if needed
9. Then click the "Submit Return Request" button once finished

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Tags: Customer Support, Sizing, Contact, Returns

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Call Us: (866) 631-6389

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