WARRANTY CLAIM PROCESS

Qualifications for Warranty:

- Item(s) must have been purchased from ACWholesalers.com or GoDuctless.com
- The unit must have been installed by a licensed installer to qualify for warranty.

Prior to submitting the warranty form, the following step must be completed:

- The Installer must contact the manufacturer's tech support to troubleshoot the unit and obtain the correct part number needed.

Once the manufacturer's technical support determines the part needed to repair the unit:

- A case/ticket/reference number or the name of the technical support representative with the issues identified along with the correct part number will be provided.

PLEASE NOTE: MANUFACTURER'S TECHNICAL SUPPORT WILL ONLY SPEAK TO LICENSED TECHNICIANS

Information needed to fill out the warranty form:

- The case/ticket/reference number created after the unit has been troubleshot or the name of the technical support representative
- Model Number
- Part Number(s)
- Serial Number
- Customer's name and contact information

***The warranty claim will take time to process and it's determined by the following factors:

- Warranty Claims are processed in the order in which they are received.
- The part's availability and customer's promptness in answering our request(s).
- The case/ticket/reference number created after the unit is troubleshot with manufacturer or the name of the technical support representative.
- Original installation invoices/Service call invoices.

***Once the warranty form is submitted, the warranty department will contact the customer within 48 business hours. Please be patient. Warranty claims vary in processing times in which they are handled, so you may not get be contacted immediately, but you will be contacted within 48 hours after a claim is submitted.

**The warranty department will be able to order the part at no cost, however, AC Wholesalers is not responsible for any labor or miscellaneous expenses.

In the event there is a leak or the unit comes without refrigerant (Freon) ((example: R22 or R410A)), under no circumstances will any refrigerant be covered or reimbursed if refrigerant needs to be re-added to the system; whether it is missing from the unit when it arrives to the customer's location or after a part(s) is/are replaced.

We will respond accordingly to this claim with the manufacturer under special circumstances.

For additional information, please follow https://www.acwholesalers.com/company/content.jsp?cp=300004

Please fill form out completely.
Any section not filled out or not filled out correctly will cause a delay in the processing of the warranty

We ask all of our customers for their security, not to email us any pertinent data concerning credit card information such as the credit card numbers, expiration dates, CVV numbers and other information of a sensitive nature.

Shipping fees for replacement parts are applicable and non-refundable as they are not covered by our warranty policy unless the warranty request has been made within 30 days of the original purchase. If within the 30 days of purchase, the warranty part will be shipped at no cost to you.

If a defective part needs to be returned to the manufacturer we will notify you. If you filled your warranty within 30 days of your original purchase then a return label will be sent via email for the defective part. If outside the original 30 days of purchase you will be responsible to ship the part to us. We are able to ship the replacement warranty part after we have received your defective part.

Please allow 1-2 business days (excluding weekends and/or holidays) for a response from our Warranty Specialists.

Customer Warranty Form
Please complete the information below.
Please fax form to 786-230-8565 or e-mail it to warranty@hvacstores.com.

Please fill form out completely.
Any section not filled out or not filled out correctly will cause a delay in the processing of the warranty claim.

Order #					
Name on order					
Street address					
City		State		Zip Code	
Phone number					
E-mail address					
Model number					
Serial number					
Part number					
Part description					
Reason for failure ("defective" is not valid and will not be accepted)					
Date of original installation					
Manufacturer Case/Ticket #					
Ship-to address					
Comments					
Name of person handling warranty (If different from above)					

wholesale group inc.