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**WARRANTY AND RETURN POLICY**  
**Revision 12/01/2009**

**WARRANTY COVERAGE**

*Warranty coverage includes any part which, when installed on a vehicle or system, is found to be defective within the period covered by limited warranty and service policy, and are subject to terms of the warranty policy.*

*Warranty coverage also includes any part, which is found to be defective when unpacked from the original container in which it was shipped. **THIS DOES NOT INCLUDE FREIGHT DAMAGE.** The customer must handle freight damage claims with the appropriate freight carrier to receive credit for freight-damaged goods. Insurance costs from all freight shipments are the responsibility of the customer receiving the goods in transit.*

***Omega Environmental Technologies** warrants all products to the original purchaser for up to one (1) year from the date of purchase unless otherwise indicated. Ultimate responsibility of product warranty and length or term of warranty lies with each manufacturer, and therefore all manufacturers' warranties will prevail against distributor returns. All returned products are subject to inspection and verification of warranty conditions and policies before credit will be issued. Electrical products are warranted for 90 days from the date of purchase unless otherwise specified by the manufacturer.*

*It is the responsibility of every customer to correctly install any parts in accordance with the Original Equipment Manufacturers instructions and policies. It is also their responsibility to have technicians/installers properly trained so they can handle service complaints and warranty problems, as well as identify parts, order parts, and to properly handle any return parts under warranty.*

**COMPRESSOR WARRANTY DOCUMENTATION**

*Omega may elect to require a repair order accompanying product warranty return, to validate that proper installation procedures were followed at the time of installation.*

*If repair order is deemed necessary by Omega, after receiving an RMA Form, the following steps are required to return a compressor for warranty consideration. Failure to provide this documentation will void all compressor warranty claims.*

***Returned compressors and clutches must have the following documentation and information:***

1. *A repair order must accompany the compressor, stating that before the compressor was taken out of service, the following service procedures were performed:*
  - *Replaced the accumulator or receiver-drier*
  - *Replaced the expansion device (orifice tube, expansion valve or liquid line containing the orifice tube)*
  - *Replaced the hose assemblies containing mufflers (these cannot be flushed)*
  - *Performed closed loop flushing of all components not being replaced*
  - *Catastrophic compressor failure requires the replacement of any parallel flow or serpentine style condenser*
  - *Installed an in-line suction or liquid line filter*
  - *Used only approved R134A compressor oil including the use of proper viscosity. Used only mineral oil for R12 systems*
  - *Used only R134A or R12 refrigerants. Blends or hydrocarbon refrigerants of any kind are unacceptable and will void all warranties*

*Under certain circumstances, OMEGA will consider or recommend a “credit in lieu of” policy for warranties. Such circumstances will include but are not limited to:*

- *Written request for such a program by the customer (OMEGA reserves the right to accept or reject the request)*
- *When a customer’s warranty percentage exceeds OMEGA’s internal measurements (these will not be published and the credit percentage will be at OMEGA’s discretion. The customer will be advised in writing of this decision 30 days prior to implementation.*

**DEFECTIVE PARTS RETURNED TO OMEGA**

*Omega Environmental Technologies reserves the right to conduct a review and inspection of each warranty claim and to accept or deny any claims not meeting the manufacturer's requirements for warranty. OMEGA will not warranty parts which it did not sell, have been abused, mishandled, altered or used inappropriately. OMEGA does not warranty freight damage of any kind. All incidental or inconvenience costs will not be paid by OMEGA for any reason. NO labor or refrigerant allowance whatsoever will be paid on any individual OMEGA part sales.*

*All warranty returns must have an OMEGA Return Material Authorization number (RMA) obtained from the RMA Coordinator before product(s) may be returned for credit or warranty consideration. Returns without an OMEGA RMA number, or not matching material or quantity approved on the RMA will be refused. Product should be returned in the original OMEGA box. Customers will be notified of denied claims which will be held for no more than 30 days and then scrapped, unless the customer request the products be returned to them freight collect. The RMA number must be clearly identified on each and all cartons being returned, to be accepted by the OMEGA receiving department.*

**RETURN PROCEDURES**

*Omega's distributors must initiate return procedures by requesting a “Return Materials Authorization” (RMA) Request Form and returning the request to Omega. All return request must be submitted in writing, or email. After receiving the request, a return authorization form with RMA number or denial letter will be*

sent to the customer. All documentation and cartons must contain the RMA number, if not the product may be returned at the customer's expense. A copy of the RMA form must be used as packing slip and accompany the shipment.

Freight charges for returned product(s) are the responsibility of the distributor and all products/merchandise must be returned "Freight Prepaid". Any product being returned by any means other than freight prepaid will be refused by our Receiving Department and returned at the distributors' expense.

Returns will only be accepted at **Omega Environmental Technologies**. All returns should be shipped to 1401 Valley View Lane, Suite 100, Irving, TX 75061..

Any product returns for other than warranty will be subjected to a 20% restocking fee. Any product returned opened or damaged may be returned to the distributor at the distributors' expense or subject to a re-boxing fee in addition to the restocking fee. If returned to the distributor, no credit will be issued against the RMA. Product must be in original carton, unopened and in resalable condition before return credit will be considered.

Product must have been purchased within the past (6) months from date of return request to be eligible for non warranty return consideration. No special priced, short and sweet deals, special quote, special order products or merchandise not purchased from **OMEGA Environmental Technologies** may be returned for credit.

All credits on returned product will be applied to account balance only. NO checks will be issued for a credit balance. Distributors will only receive credit based on the original invoiced prices for items approved for return, less applicable discounts or fees for product returned to **Omega**.

Unauthorized returns will be returned to the distributor at the distributor's expense.

Product returned must be in resalable condition to avoid 20% re-packaging fee. That is, product must be undamaged, carry an identifiable **OMEGA** part number, and be in the original unopened cartons. Testing may be required before credit can be issued. If testing is required, additional charges for testing may be assessed. Distributors will be contacted by **OMEGA** if any product is ineligible for credit or if any discrepancies arise. The distributor is responsible for the decision to return the ineligible product, "Freight Collect" or scrapped without receiving credit. Any products returned to Omega that were purchased from sources other than Omega will be assessed a \$35.00 processing fee, and returned to the sender "Freight Collect".

**PARTS CLAIMS WILL BE REJECTED IF:**

1. Upon inspection by **OMEGA**, the part is found to be unsatisfactory and not within manufacturing or manufacturers standards.
2. The part is damaged due to improper installation, abuse, misuse, improper removal, defacement, or visible shipping damage.
3. The part is not manufactured or furnished by **Omega Environmental Technologies**.
4. The claim is over 30 days old from the date the RMA was issued.
5. Part is returned without proper authorization.
6. Any parts are returned to **OMEGA** without shipping/packing to prevent damage in transit will be denied.