

# Warranty Return Policy

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## Policy Overview

The TTP Limited Product Warranty is included in the sale of all products sold through authorized OEM and Distributors. Liability for defective workmanship and material shall be limited to the repair or replacement (at the option of TTP) of any parts found to be defective within the warranty period.

Items NOT covered under warranty are as follows:

- \* Freight Damage
- \* Corrosion
- \* Over-Pressurization
- \* Improper Installation
- \* Excessive Vibration

## Standard Product Warranty

TTP products are warranted for a period of 12 months from the date of manufacture to all authorized distributors and OEM's.

## Warranty Claim Authorization

To be considered for warranty repair or credit all units must be held for inspection by a factory representative or at the discretion of the Service Dept. returned to the factory for warranty evaluation.

To obtain warranty approval, the customer must first contact the authorized distributor where the product was originally purchased, to obtain a Return Goods Authorization (RGA) number. **The RGA number will be valid for 14 days only.**

## Shipping Instructions

Prior to shipment the unit must have all external plumbing and hardware removed and be thoroughly drained of all fluids. Failure to do so will result in a clean-up charge billed at \$75 per hour. Units are to be shipped prepaid with RGA clearly marked on outside of package. Units received at TTP shipped freight collect or without a RGA number will be refused and returned to the shipper at his expense.

The ship-to address is as follows:

**Thermal Transfer Products**  
5215 21st Street  
Racine, WI 53406 - 5096  
Attn: Service Department

## Inspection

Upon inspection if a unit is found to have a defect in materials and/or workmanship, a credit for the cost of the unit plus all incoming shipping charges (excluding air freight charges) will be issued.

If a unit has been misapplied or is beyond the warranty period, the customer will be notified and the unit will be returned, shipped freight collect or disposed of locally at the discretion of the customer.