

Material Return Procedure and Policy

Defective Material Return Request

You will need the purchase order number for the replacement material in order to process your Defective Return Request with either B.J. Terroni Company, Lochinvar or Modine.

Purchased from B.J. Terroni Company Directly

- Visit the B.J. Terroni Company web site (www.bjterroni.com) **Resources** page, click on the “[Return Requests](#)” link and then select either the “[Defective Only](#)” or “[New/Unused](#)” link.
- Fill out the on-line form with all the required information and submit. You will receive an “approved to return” WRGA form, sent via email to the email address supplied on the request. A copy of your request will be sent to Stefanie Martin (Stefanie.martin@bjterroni.com) for our files. A copy of this form is to be returned with the defective material for processing.
- All defective material is to be shipped back **PRE-PAID**. *Deductions for freight will not be accepted.*
- Credit will be processed upon return and inspection by the factory, in approximately 6 – 8 weeks.
- If there are any questions or concerns regarding your return, you will be contacted via email provided or phone call.
- Denied material will be held for fifteen (15) days, after customer notification is made. After the 15th day, all material will be scrapped and no credit will be issued.

Purchased Directly from Lochinvar

- Visit the B.J. Terroni Company web site (www.bjterroni.com) **Resources** page, click on the “[Return Requests](#)” link. Go to Manufacturer Billed Returns as the bottom portion of the page and then select “[Lochinvar Billed – Parts Return Authorization Form](#)” link.
- You may be able to fill out the form directly on the computer or download the form to your computer. Fill out the form with all information required and submit it to Stefanie Martin via fax (215-639-4333) or E-Mail (Stefanie.Martin@bjterroni.com) for approval.
- All material is to be shipped back **PRE-PAID**. *Deductions for freight will not be accepted.*
- Credit will be processed upon return and inspection by the factory, in approximately 6 – 8 weeks.

Purchased Directly from Modine

- Visit the B.J. Terroni Company web site (www.bjterroni.com) **Resources** page, click on the “[Return Requests](#)” link. Go to Manufacturer Billed Returns as the bottom portion of the page and then select “[Modine Billed Return Form](#)” link.
- You may be able to fill out the form directly on the computer or download the form to your computer. Fill out the form with all information required and submit it to Stefanie Martin via fax (215-639-4333) or E-Mail (Stefanie.Martin@bjterroni.com) for approval.
- Credit will be processed upon return and inspection by the factory, in approximately 6 – 8 weeks.

Note: All material is subject to inspection and approval by the factory prior to credit processing.

New/Unused Material Request

Material must be returned with an RMA Number approved by a B.J. Terroni Company or Manufacture Representative. Material returned without prior approval may be denied.

- Visit the B.J. Terroni Company web site (www.bjterroni.com) **Resources** page to download the RGA Request form.
- Fill out the form completely and fax it to 215-639-4333, Attention: Stefanie Martin.
- Once request is received at B.J. Terroni Company, we will evaluate. Once we have reviewed your individual situation we will process and return your approved request with instructions.
- All new/unused return requests are subject to a 25% restock charge.
- If approved, all material is required to be returned in New/Resalable Condition, in its original packaging. If material is found not to be in New/Resalable condition credit will be denied and material will be returned to you.
- There will be a minimum \$15.00 Re-Carton Fee for damaged cartons. This fee will be applied to any credit due in addition to any applicable restock charges.

Purchased Directly from Lochinvar

- Visit the B.J. Terroni Company web site (www.bjterroni.com) **Resources** page, click on the “[Return Requests](#)” link. Go to Manufacturer Billed Returns as the bottom portion of the page and then select “[Lochinvar Billed – Parts Return Authorization Form](#)” link.
- You may be able to fill out the form directly on the computer or download the form to your computer. Fill out the form with all information required and submit it to Stefanie Martin via fax (215-639-4333) or E-Mail (Stefanie.Martin@bjterroni.com) for approval.
- All new/unused return requests are subject to a 30% restock charge.
- All material is to be shipped back **PRE-PAID**. *Deductions for freight will not be accepted.*
- Credit will be processed upon return and inspection by the factory, in approximately 6 – 8 weeks.

Purchased Directly from Modine

- Visit the B.J. Terroni Company web site (www.bjterroni.com) **Resources** page, click on the “[Return Requests](#)” link. Go to Manufacturer Billed Returns as the bottom portion of the page and then select “[Modine Billed Return Form](#)” link.
- You may be able to fill out the form directly on the computer or download the form to your computer. Fill out the form with all information required and submit it to Stefanie Martin via fax (215-639-4333) or E-Mail (Stefanie.Martin@bjterroni.com) for approval.
- All new/unused return requests are subject to a 30% restock charge.
- All defective material is to be shipped back **PRE-PAID**. *Deductions for freight will not be accepted.*
- Credit will be processed upon return and inspection by the factory, in approximately 6 – 8 weeks.

Important Information:

Here are some things to remember when fill out the Lochinvar & Modine Billed RMA Form:

- The “Customer” is whoever is getting the credit or was billed for the material by Lochinvar or Modine.
- The “Reference Number” is the purchase order number used to purchase the material – Mandatory for processing.
- Explained Reason for Return.
- Installer information, install date and failure date – Mandatory for processing Defective Warranty Claims.
- Model and Serial Number of the installed unit – Mandatory for processing Defective Warranty Claims.

Non-Stock / Special Order /Custom Built Items

- Subject to individual manufacturer’s return policy.

Labor Claims/Invoices

- Will not be accepted without prior written approval by an authorized B.J. Terroni Company employee.