

RMA REQUEST/WARRANTY CLAIMS FORM

USE THIS FORM TO OBTAIN RMA # BEFORE RETURNING ANY PRODUCT TO LOCHINVAR

- For materials that may be in warranty, verify if return is necessary by checking in the warranty tab of the [customer portal](#) before submitting this form.
- Returns must be accompanied with the RMA number for credit to be determined.
- Return requests must be made within 60 days of invoicing.
All products returned for incorrect part, canceled order, or stock rotation must be in new and resalable condition and will be subject to a 25% restocking charge.
- Customer is responsible for all return freight charges, unless deemed Lochinvar error.
- Products returned that are not in resellable condition will be scrapped with no credit issued and will not be returned to the customer.
- A "Proof of Purchase" must be provided when the serial number of the heater indicated is out of warranty. (For warranty claims)

Request Date:			Customer Ref. # &/or Job Name:			Debit or PO#:		
Lochinvar Customer Information								
Company Name:				Requestor Name:				
Address:				Requestor Email:				
City, ST, Zip:				Requestor Phone:				
Are product(s) located at above company?		Y	N	If NO, where?	Were the products purchased directly from Lochinvar?		Y	N
							If NO, please provide info below:	
Lochinvar Inv. Number:			Lochinvar SO#:			Sales Agency & Location		
End User Information								
End User Name:				Installation Type:	Residential	Commercial		
Address, including City, ST, Zip:				Install Date:		Failure Date:		
REASON FOR RETURN								

Virtual Insp. Request

Factory Insp. Request

Ordered wrong part

Freight damage

Canceled order

Shipping error

Stock rotation

Need factory Re-Work

Warranty Claim

Provide further explanation about return by including all details below:

Click here if return is pre-approved.

Include proof of approval with attachments (copy of email)

Approver name:

	MODEL or PART NUMBER	QTY.	>> SERIAL NUMBER << (or Nat'l Board # if HEX only)	>> REPLACEMENT SERIAL NUMBER << (If applicable)	Ref. Original Invoice/PO Number & Necessary Notes
1					
2					
3					

PHOTOS REQUIRED FOR:

- All damage claims
- Return value of \$1,000 or more for new & undamaged product
- All warranty requests
- Virtual Inspection Requests
- Rework/Factory Repair Quote

Attachments include:

- Photos - Ensure all pictures are high quality & informative; clear resolution showing relevant info
- Supporting documentation
- Copy of your PO or Invoice

AFTER SUBMITTING THIS FORM:

- Request will be reviewed to determine authorization.
- All communication about RMA approval or denial will be sent to email provided with this request.
- Paperwork with RMA approval must be included with the returned product(s). Please retain a copy of authorization for your records and have the RMA number available when making any inquiries to the status of the return or credit.
- Ensure RMA # is clearly visible on outside of packaging.**
- Returned equipment must arrive at Lochinvar in new and unused condition.
- Approved RMA Request DOES NOT guarantee issuance of credit.**

Assigned when approved at factory:

RMA#

BE SURE TO INCLUDE ATTACHMENTS WITH SUBMISSION.

Return Reason	Email
Virtual Inspection Request	gattech@lochinvar.com
Factory Inspection Request	returnrequest@lochinvar.com
For Any Other Return Request	returnrequest@lochinvar.com
Warranty Claim	credit_warranty@lochinvar.com