

RESIDENTIAL RETURN GOODS AUTHORIZATION (RGA) POLICY

This policy outlines the minimum requirements for sending returned products, i.e. due to damage (packaging and concealed), incorrect product received or defective reasons.

Standard Product Return Period: we agree to accept all “Product Returns” within the “Standard Product Return Period” defined as:

- 7 days for damaged product after date of delivery (package damage)
- 7 days if the wrong product was shipped after date of delivery
- 180 days for unused stock after the date of delivery – 25% restocking fee applies
- 30 days for concealed damage or defective product (i.e. Out of Box failure) after date of delivery

Non-Standard Product Return Period: If a product is damaged or defective after the 30 days of purchase or delivery, whichever is later, the product will be handled based on its warranty.

A dealer or customer will contact Residential Technical Support, requesting a Return Goods Authorization (RGA), via:

- **Email** (technicalsupport@viqua.com)
- **Phone** (800) 265-7246 x335 or
- **Website Warranty Form** (<https://www.trojantechnologies.com/en/parts-services/residential/warranty-claims>)

A detailed explanation of what is wrong with the unit, the different types of product or component failure experienced will be required. Please note that providing as much information as possible upfront should reduce the need for product returns and further evaluation.

The information will be reviewed, and if the RGA claim is approved, a credit or product replacement will be issued. However, depending upon the evaluation results, it may be asked for the defective product to be returned for further investigation. In such instances, a freight paid collection ticket will be issued to both expedite the process and make it easier for customers.

If a customer chooses to return a suspected defective, the costs associated with the return, including but not limited to, inbound freight cost, will be paid by the customer. Credit or replacement will only be applied once the customer has received an RGA #, the item returned, and an investigation has confirmed the item to be defective.

All returned product(s) with an authorized RGA # should have the RGA# clearly marked on the returning paperwork, including the serial number and the ship from address and contact name.

There are 3 circumstances where a consumer and/or dealer can request a Return Goods Authorization (RGA).

1. Damaged Product

If a product is damaged upon delivery to a dealer – the driver’s bill of lading must be signed & dated and state "Damage" (indicating model/quantity). Carrier's Name and driver’s signature must be referenced on all paperwork.

A Dealer/Carrier has 30 days from date of delivery to notify of any concealed damaged.

If a dealer claims product is damaged and upon return it is determined to be in good working condition, a restocking fee of 25% will apply.

If the product was purchased through a dealer, the customer’s proof of purchase (POP) will be required for any unit purchased over 30 days from the dealer’s date of purchase. Products must be returned in their original packaging or sufficiently wrapped in order to minimize any additional damage.

All requests must include digital pictures of the carton and damaged unit, as well as a photo of the unit’s model # and serial #.

2. Incorrect /Missing Product

If a product was ordered and the incorrect/missing product was shipped to the consumer, or the incorrect model was ordered and requires a replacement, the customer must notify Technical Support within 7 days from the date of receipt.

If a consumer purchased a product and chooses to return unused product within 6 months of purchase, a re-stocking fee equal to 25% will come off the total of the Return Authorization credit amount.

3. Defective Product

If the unit is defective within 30 days (excluding lamps and sleeves) from the date of consumer/dealer purchase, the unit can be returned (i.e. Out of Box failure).

If the unit is defective after the 30 days of purchase or delivery, whichever is later, the product will be handled based on its warranty.

A detailed explanation of what is wrong with the unit (i.e. controller alarm, lamp won’t light, out of calibration, leaking water, etc.) is required and digital pictures are recommended.

Periodic warranty claims and returns will be audited to ensure the integrity of the process and reserves the right to modify the returns policy (with notice) as deemed appropriate.

The above procedure in effect as of May 30, 2022