

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. This policy applies to all non-collect shipments only.

We agree to accept all “Product Returns” only during the “**Standard Product Return Period**” defined as:

- 7 days for any damaged product received after the date of delivery (i.e., packaging damage);
- 7 days for any wrong product received after the date of delivery (i.e., incorrectly labeled product);
- 180 days for unused stock after the date of delivery, with a 25% restocking fee; or
- 60 days for any concealed damage after the date of delivery.

Non-Standard Product Return Period: If a product is damaged or defective outside of the “Standard Product Return Period”, the product will be handled based on its warranty.

A dealer 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 product and the product failure experienced and available evidence will be required.

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 dealers.

If a dealer chooses to return a suspected defective without a pre-approved RGA, the costs associated with the return, including but not limited to, inbound freight cost, will be paid by the dealer. Credit or replacement will only be applied once the dealer has received an RGA number, the item returned, and an investigation has confirmed the item to be defective.

All returned product(s) with an authorized RGA number should have the RGA number clearly marked on the returning box and a copy of the RGA Form should be included inside the box. The pre-paid return label, provided by the Residential Technical Support team, should be affixed to the box, ensuring that no previous shipment labels are visible on it.

There are 3 circumstances where a 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. Dealers must submit the proof of delivery (POD), skid images (if available), and the answers to below questions along with any transit damage claims.

- a. Was there a top wrap sheet on the skid when the skid was received?
- b. Were there "Do not stack" labels on all four sides when the skid was received?

A Dealer/Carrier has 60 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) may be required for any component 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 component, as well as a photo of the component's model number and serial number.

2. Incorrect /Missing Product

If a product was ordered and the incorrect/missing product was received, the dealer must notify Technical Support within 7 days from the date of receipt.

3. Defective Product

If a product is defective after purchase or delivery, the product will be handled based on its warranty. A detailed explanation of what is wrong with the component (i.e., controller alarm, lamp will not light, out of calibration, leaking water, etc.) is required and digital pictures and videos are recommended.

Returning unused product

If a dealer purchased a product and chooses to return unused product within 180 days of the ship date, a restocking fee equal to 25% will come off the total of the Return Authorization credit amount.

Periodically, Viqua will audit warranty claims and returns policy to ensure the integrity of the process and Viqua reserves the right to modify the returns policy (with notice) as deemed appropriate.

The above procedure in effect as of June 29, 2023