



Air Purchases, Inc/Engel HVAC Supply

Progressively meeting the business needs of today's HVAC contractors.

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Product Return Policy

- ▶ All items must be accompanied with a return authorization number.
- ▶ Items purchased less than 30 days prior to the return date, that are unused, and in original unopened cartons will not be subject to a restocking fee.
- ▶ Non-stock items cannot be returned without pre-authorization from the factory.
- ▶ Customer must have original invoice number or sales history in our system for credit to be issued.
- ▶ All returns must be in the original package, in re-sellable condition, and be a current stocking product for credit to be issues.
- ▶ Electronic items will not be accepted if package has been opened (no exceptions).
- ▶ A minimum 20% restocking fee will be assessed on all returns past 30 days.