AllStyle Coil Company, L.P.

P.O. Box 40696
Houston, TX 77240
Fax: 713.466.6363

7037 Brittmoore Rd.
Houston, TX 77041
www.allstyle.com

RETURNED GOOD AUTHORIZATION (RGA) PROCEDURE:

1. To receive warranty credit, an RGA form must be filled out completely by a wholesaler. A form that is not complete will be returned to the wholesaler. The wholesaler has **3 (Three)** months/**90 days** to submit a completed RGA form and all information required for the RGA to be processed. Much of the required information can be satisfied by attaching the tag from the coil to the RGA form.
2. EMAIL the RGA form to: Attention Warranty Department at warrantydept@allstyle.com.
3. An RGA number (A RETURN AUTHORIZATION NUMBER) will be assigned to the RGA along with instructions if the part or coil is to be returned to Allstyle. The RGA will then be emailed back to the wholesaler. AllStyle's policy is that a coil or drain pan that leaks (within the first year) should be returned. Note: There is no shipping costs or labor by AllStyle. That is the sole responsibility of the customer.
4. The wholesaler should promptly return the part to Allstyle, if required, along with the tag from the coil. Please make sure the RGA is securely attached to the warranty item being returned. If the tag is lost, credit cannot be issued. AllStyle will not approve any returns without a RGA number. Please ship to our Houston location, and to the Attention of the Warranty Department. (See attached requirements for returns on Evaporator Coils)
5. If the item is not required to be returned, attach the RGA to the defective product and hold it for 30 days from the date of the RGA submittal. After 30 days the item may be field scrapped.

IMPORTANT NOTES:

1. A coil returned to a wholesaler that has restricted air flow due to the coil not being properly cleaned is not a warranty failure.
2. If expansion valve fails, AllStyle will not warranty the coil, only the expansion valve.
3. If drain pans are defective, AllStyle will not warrant the coil, only the drain pan.
4. Returned items must be authorized by management for any new and unused items that require credit, and are subject to a 20% restocking fee.
5. AllStyle will not give credit for an in-warranty coil that is not replaced with an AllStyle coil.
6. Make sure the RGA form is filled out completely, and please elaborate on the reasoning of the defect or damage.
7. All warranty products should be returned within 30 days of defect.
8. A return authorization number is required for all warranty parts and coils, or any items damaged or shipped in error with prior approval form AllStyle. No credit will be issued for items returned without an authorization number and are not responsible for that item to be returned.

Any questions may be referred to the Warranty Department by fax or email: **Fax: (713) 466.6363**
Email: warrantydept@allstyle.com

AllStyle Distributors
Warranty Return Program

This letter is concerning the return of warranty coils more than one year old covered by the AllStyle Coil Company, L.P. Warranty Statement. In response to your concerns of the time and cost required to process warranty products, the following Warranty Program has been initiated.

1. Coils that develop a refrigerant leak within 12 months of the manufacturing date as indicated by the serial number of the coil, will be returned to AllStyle with a completed RGA. AllStyle does not cover freight.
2. Coils that develop a refrigerant leak that are older 12 months and less than 60 months as indicated by the serial number of the coil:
    - Complete the RGA form and obtain RGA number from AllStyle warranty department.
    - Remove the Product label from the coil and attach the label to the RGA.
    - Remove the Distributor Assembly from the coil by cutting the feeder tubes where they are welded to the coil (See attached sheet).
    - The distributor must FEDEX or UPS the product label, distributor assembly, and the completed RGA to AllStyle.
3. Coils older than 60 months (5 Years) are out of warranty.
4. Drain pans are covered for 60 months (5 Years), returning of drain pan is not required.
5. Expansion valves and check expansion valves that are sold as a part is warrantied for a period of 12 months. Return of the valve and a completed RGA is required. Credit will be issued for the valve only, not the whole coil.
6. Coils that have restriction in the refrigeration circuit are warrantied for a period of 90 days. Any restriction to the refrigeration circuit caused by a manufacturing defect should be found when the unit is started, however a reasonable time period is allowed for the restriction to be discovered. Restrictions that develop after 90 days will not be warrantied because these restrictions are typically caused by installation/charging problems, not manufacturing defects.

AllStyle Coil Company, L.P. appreciates the opportunity to work with distributors to improve our working relationship and further the sales of our products.

Coil Tag for Return

Part Required for Return

Cut the feeder tubes where they are welded to the coil, as shown.

Return the distributor assembly and the feeder tubes to AllStyle

Please return the distributor assembly and feeder tubes, coil tag from the coil, and a completed RGA form to the Warranty department at AllStyle Coil Company, L.P.

Attn: Warranty Department
AllStyle Coil Company, L.P.
7037 Brittmoore Road
Houston, Texas 77040

Attn: Warranty Department

P.O. Box 40696
Houston, TX 77240
FAX: (713) 466.6363

7037 Brittmoore Rd.
Houston, TX 77041
FAX: (713) 466.6363

warrantydept@allstyle.com

RETURN GOODS AUTHORIZATION FORM

RGA: AS- **CM#**

PLEASE COMPLETE FORM. DO NOT LEAVE ANY BLANKS

DISTRIBUTOR INFORMATION

WHOLESALER NAME:

ADDRESS: _____
_____
_____

PH: _____
FAX: _____
EMAIL: _____

UNIT INFORMATION

MODEL NUMBER:

_____

SERIAL NUMBER/PART NUMBER:

_____

ORIGINAL P.O. (**NO REFERENCE NUMBER**):

_____

CONTRACTOR INFORMATION

CONTRACTOR:

ADDRESS: _____
_____
_____

PH: _____

FAX: _____

RETURNING PRODUCT INFORMATION

PART SERIAL:

_____

PART NAME/PART NUMBER:

_____

REASON FOR RETURN (ELABORATE DEFECT):

_____
_____
_____

DATE FAILED: _____

INSTALLATION INFORMATION

NAME OF OWNER OF UNIT: _____
_____

ADDRESS:
_____
_____
_____

PH: _____

DATE INSTALLED: _____

REPLACEMENT UNIT OR PART

SERIAL NUMBER:

_____

MODEL NUMBER/PART NUMBER:

_____
_____

OR P.O.#

_____

PLEASE NOTE: 20% RESTOCKING FEE IS APPLIED TO ALL NEW AND UNUSED RETURNS.
DO NOT RETURN WITHOUT PRIOR APPROVAL