



VORTOX AIR TECHNOLOGY, INC.

Engineering • Design • Manufacturer

## RETURN PARTS POLICY

Vortox Air Technology, Inc. parts may **NOT** be returned for credit without prior approval. This policy applies to ALL Vortox Air Technology parts with the exception of paper elements which are final sale. Only new and unused parts are eligible for return. Return requests must be made within 30 days of invoice date to be considered. All returned parts are subject to a 25% restocking fee pending inspection of returned good. When requesting return approval, please provide the following information:

1. Part number and quantity
2. Your purchase order
3. Vortox Air Technology invoice number and date
4. Reason for return of products

Parts that are authorized for credit consideration must be shipped within 30 days of receipt of authorization (RMA). Tracking information must be sent to issuer of RMA. Customer is responsible for all shipping charges and proper packaging.

**Returned parts must be packaged properly to prevent shipping damage.** All charges for repairs or refinishing will be deducted from your allowable credit. No charges for containers or packaging of returned parts will be accepted. If item is returned in unusable condition, no credit will be issued. Credits are to be used towards future purchases of Vortox Air Technology products unless otherwise agreed by Vortox Air Technology.

Thank you for your continuing business,

**Vortox Air Technology, Inc.**  
**121 S. Indian Hill Blvd.**  
**Claremont, CA 91711 USA**  
**(909) 621-3843**  
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