



2017 WARRANTY POLICY

WARRANTY POLICY

MEI Corporation warrants to its customer each replacement part to be free from defects in materials and workmanship for warranty for a period of one year. MEI's liability is limited to the replacement of any part found defective according to the "Manufacturers Standard." No labor, freight or refrigerant allowance will be made. MEI makes no promise or agreement nor authorizes any third party to agree to payment of labor or refrigerant involved in the replacement of warranty parts.

2017 WARRANTY INFORMATION

MEI will require the following for warranty consideration for the 2017 season:

1. All products returned for credit must be MEI branded product or product with MEI identification with manufactured date codes beginning 1-1-2016 or proof of purchase after 1-1-2017.
2. All warranty products must be returned **freight prepaid to MEI** for warranty credit. Each return will require and must be returned with a Return Goods Authorization number, for physical evaluation. MEI customer service representatives are responsible for issuing the RGA for the warranty return consideration. After the RGA number is assigned, MEI Corporation will fax or email your company a copy for your records. This document will also be used as your packing list. The RGA number will serve as an internal tracking number for all credits and paperwork procedures. The RGA number and the words "WARRANTY RETURN" must be visibly identifiable on all shipping containers and packages.
3. All compressors must show NO sign of physical abuse, i.e.: broken mounting ears, bent or physically damaged clutches stripped or broken inlet and outlet ports, or compressor mounting points. In addition, compressor disassembly, modification or alteration in any form shall nullify and make void this addendum to the standard warranty policy. All compressors returned for warranty must be capped before returning for credit. A visible serial number on the compressor is required.
4. All replacement parts are warranted for a period of one year from the date of sale or 18 months from date code on product.
5. All T/CCI compressors must have the letters "AM" at the beginning of the serial number to be considered for warranty.
6. Additional support materials are available to assist in identifying warranty products.
7. All returned products that are shipped on UPS, FedEx Ground or DHL must have sufficient packaging to eliminate unused space and secure the product within a larger carton. All condensers and fragile items must be properly packaged for warranty consideration. Damaged merchandise due to improper packaging can not be evaluated and warranty will not be allowed.
8. All materials returned to MEI Corporation will be subject to normal receiving inspection. Products deemed unacceptable for warranty by MEI Corporation will be held for 90 days, or returned freight collect upon request.