



RMA FORM FOR RETURNS

RETURN MERCHANDISE AUTHORIZATION FORM

This form must be filled out and returned with all parts in their original packaging to be eligible for a refund.

A restocking fee of **15%** will apply to all returns **PLUS** ANY ACTUAL OUTGOING shipping charges*.

ABSOLUTELY NO RETURNS on parts that have been installed, used, modified, tested or terminated*.

SPECIAL ORDER PARTS CAN NOT BE RETURNED. NO EXCEPTIONS.*

ALL RETURNS MUST BE ACCOMPANIED BY THIS RMA FORM

All Returns Must Be Sent To:

Midwest Appliance Parts Co, Inc

{RMA} Order Number: _____

2023 W Fullerton Ave

Chicago IL 60647

Customer Name: _____

Address: _____

City, State, Zip: _____

Phone: (___) ___ - ___

Email: _____

www.midwestapplianceparts.com

All returned items must be in the original packaging. If the item came in a box, it should be returned in the same box. If the item came in a bag, it must be in the same sealed unopened bag. Items must include all manuals, packaging, seals, and or misc parts. Please do not alter the factory box or packaging and leave all factory stickers on the box/container. If an item came double boxed please return it double boxed.

What is an installed part?

- A part that has been terminated; terminated is defined as connecting electrical wires, regardless of if power has been run through it.
- A fan blade that has been mounted; tightening a fan blade onto a motor shaft equates to it being installed.
- Connecting any electrical part to electricity for any period of time equates to being installed.
- Altering a part:
 - Removing parts from sealed factory packaging.
 - Removing protecting covering off new parts.

Please all returns may be billed a 15 % restocking fee + incurred shipping charged from time of shipping.

Reason for parts Returned: (circle one) Item was installed but did NOT fix my issue.

- Item was opened from packaging but did NOT fit my unit.
- Item was opened, but I ordered the incorrect item.
- Item was opened, I tried to install it but realized it is incorrect.
- I was shipped the incorrect item.
- I do not need this item any longer, it is still brand new and factory sealed and has not been installed or connected to any appliance.
- Requesting a warranty replacement for my item (see below).
- Other _____

WARRANTY

* **Manufacturer warranty is 90 days. Please call us or email us for any warranty inquiries.**

All Warranty Parts need to have Serial and Model Number of Appliance Machine. No Exceptions!

Serial # _____

Model# _____

Manufacturer Name: _____

Warranty replacements will require a shipping and handling fee

- \$9.95 for items selling for under \$50.00.
- \$14.95 for items selling between \$50.01 and \$149.99.
- \$19.95 for items selling between \$150.00 and \$450.00.
- \$29.95 for any items selling over \$450.00.
- Oversized items shipped with UPS or Fedex - \$95.00.
- Freight items shipping changes vary from \$150.00 to \$500.00.

Please note for Samsung parts that are defective we will require they be sent back for warranty approval. We do not cover shipping charges in either direction for these parts.

Warranty periods vary by brand and manufacturer, please contact us with questions related to warranty period. Most parts have a guarantee against defects by the original manufacturer for one year from the purchase date of the product. This excludes unnatural wear & tear, physical damage, and some parts such as filters, fuses, and igniters.

* For example: If you select a 9.95 economy shipping at checkout and the shipping cost was 14.95, then we will withhold the additional 4.95 from the refund.

*Any item that was special order or not in stock is SPECIAL ORDER and is not RETURNABLE.

Please DO NOT return products without this form. All returns must be made within 30 days of receipt. All items that are shipped to you in the original manufacturer's packaging must be returned in the same packaging will not be accepted. We will not be held responsible for items damaged during returned shipping. If you have any questions, please do not hesitate to contact us.

* Any return that does not meet the above return criteria will be DENIED. These items can be shipped back to you at your expense. If you do not communicate with us within 15 day of the denial email we will dispose of the product.

* Manufacturer warranty starts from day of delivery, not from date of installation.