

Policy & Warranty

Global Appliances, Inc. offers a 5 year manufacturer's warranty and a 30 day refund return policy on all range hoods. Exclusions may apply, please see below.

Global Appliances, Inc. warranty is valid if the following conditions have been met:

- Proof of purchase can be provided.
- The range hood has not been modified, unless modified or fabricated as a special order request by Global Appliances, Inc.

Global Appliances, Inc. warranty does not cover:

- Routine maintenance – incorrect cleaning
- Incorrect installation due to ducting or power supply
- Accidental damage e.g. filter change or bulb change
- Grease filters

Shipment:

- For all Foreign (Canadian) shipments; customs and duties are paid for by the customer. The price of the range hood and shipment charges do not include customs and duty fees.
- All freight shipments and return shipments are always strapped onto a pallet for the safe delivery of our products.
- Prior to shipping, all our products are **individually inspected** to verify that they leave our facility in brand-new condition. We recommend that all customers inspect the packages immediately upon delivery, and test the item(s) for proper functionality as well as suitability for space requirements **prior to installation**.
- If shipping damage is discovered, please contact us within 7 business days from date of delivery. After 7 business days, it will be the customer's responsibility to file a damage claim with the shipping company. We will assist the customer in filing the damage claim, if required to do so by the shipping company.
- If you would like to return a product within the 30-day refund return period please contact Global Appliances, Inc. for a return authorization # and for return shipment instructions. Initial purchase order shipping & handling charges are non-refundable. A 20% restocking fee may apply on returned merchandise. If a returned product is received damaged, altered in any way, or in non-resellable condition then we reserve the right not to refund the purchase price. A return will not be accepted by our company without prior notification.
 - Items shipped on pallets must be returned on pallets. Items shipped on pallets will most likely NOT survive transit if shipped without pallets.
 - Actual shipping cost on orders cancelled by the customer after they have been shipped will be withheld from refund.
 - Items returned for a refund must be received in perfect condition, free from scratches, dents, or any other damage.

- There are absolutely no refunds or exchanges on installed or used items.

All products to be returned for a refund are subject to a 20% restocking fee, and must be shipped at the customer's expense.

Items must be received in the original packaging materials, including:

- Original, securely sealed box.
- If shipped via freight (on pallet), must include original pallet or an industry-standard pallet with same or greater load rating.
- Edge protectors and other associated materials.
- Styrofoam panels and other anti-shock materials.
- Accessories, mounting hardware, and instruction manual.

For any other questions or concerns regarding our policies and/or warranty information, please contact us via our toll-free telephone # or by email.

Telephone:

1 (800) 557-4031

E-mail:

Sales@rangehoodsstore.com