



DELIVERY CHECKLIST

Thank you for your purchase with HVAC Direct!

Now that you have received your order, it is important that you inspect and confirm each item received.

Follow the below guidelines to ensure any issues are handled quickly!

Do'S

☐

inspect shipment within 3 days

Any issues must be reported within 3 business days of receiving your order. **HVAC Direct cannot guarantee a successful claim after the 3-day period.**

☐

Confirm all items have been received

Keep in mind – smaller accessory items are sometimes packaged inside the packaging of larger items. It is important that you open and inspect all packaging thoroughly before claiming missing items. **If items are found to be missing, contact our customer service team at 800-397-1392**

☐

Open the packaging

You may see some damaged packaging. If this happens, the packaging did its job by protecting the equipment and is not grounds for a damage claim. **Remove the packaging and inspect the item(s) directly.**

☐

CHECK THE MODEL/ PRODUCT NUMBERS

Compare the items received to the items listed on your invoice. **If you see any discrepancies, please contact our customer service team 800-397-1392**

☐

Take pictures of damaged equipment

If you find damage to the equipment itself, take pictures and send them to the email below. Our damage claims team will reach out with further instructions. Send pictures to customerservice@hvacdirect.com.

We must receive pictures to start the claims process.

☐

Keep your packaging

All returning items must be within their original packaging. As you remove the packaging, set it to the side. **Do not dispose of it until you have completed installation.**

DON'Ts



do not write directly on packaging

If you are returning items or writing notes – make sure you are not writing or altering the original factory packaging in any way.



do not contact your sales agent directly

Your sales agent is only able to assist in completing new purchases. If you are experiencing issues after an order has been placed, please contact customer service at 800-397-1392 or at customerservice@hvacdirect.com



do not wait to inspect items

A professional HVAC installer is not required to inspect your items for damages. DO NOT WAIT.



do not install items prior to contacting hvac direct about a claim

Installation will waive your ability to file a damage claim.

IMPORTANT NOTES

RETURNS

Customer Choice Returns: you are choosing to return at no fault of HVAC Direct.

A Customer Choice Return is subject to the Returns Policy seen [HERE](#).

Company Error Return: HVAC Direct will investigate all complaints and claims. If it is determined that HVAC Direct caused a Return to be required, we will cover the return costs.

Inspection of Goods

It is up to the customer to inspect their shipment thoroughly within 3 business days of delivery. All shipments are inspected and photographed prior to leaving our warehouse. Installation of goods denotes acceptance of equipment. **Installed items are not eligible for damage claims or return requests.**

