



# Appliance Return Policy

## Return / Exchange Policies

At Green's Appliance, Heating & Cooling, your total satisfaction is our top priority. Your purchase is backed by a 30-day return/exchange guarantee and each appliance is fully covered by the original manufacturer's warranty. Special care is taken to ensure each shipment is sent out properly packaged and 100% insured.

### In-store purchase return & exchange policy:

If a return is made for any reason other than damage or malfunction - prior to use or installation, a \$99 pickup or delivery charge and a minimum 25% restocking fee may be assessed to each returned item. All special order items require a 25% non-refundable deposit. All trim kits, custom panels, and other accessories are non-refundable. For further assistance on returns and exchanges, please contact your sales associate or a customer service representative. To contact customer service, call or text 515-323-0680.

If a return is requested once a product has been installed, Green's will follow the manufacturer's warranty process, which does not always result in a return, but a repair may be completed. Green's is warranty authorized to service the products we sell.

In order to help us serve you better, please be ready to provide the model number and serial number of the unit you would like to return or exchange.

All returns must be requested within 30 days of delivery or pick up.

### Online purchase return & exchange policy:

30-day return / exchange guarantee

Fully crated product(s) complete with original box and packing materials may be returned and/or exchanged within 30 days of original ship date. A minimum 25% restocking fee will be assessed to each product and the customer will be responsible for all applicable shipping costs. Shipping costs could include, but are not limited to, services used to properly move, pack, & return ship the original product. Free shipping promotions do not apply to returns/exchanges. Special order items, uncrated product(s), trim kits, customer panels, and all other accessories are non-returnable.

### Canceling your order:

If you choose to cancel your order before your product(s) ship, you will not incur charges. If you wish to cancel your order after your product(s) have been shipped, you will be charged a minimum 25% restocking fee as well as all applicable shipping costs, including the return shipping charge. Special order product(s) can be cancelled, but the original 25% deposit will not be returned.

