



Designers and Manufacturers of Heat Transfer Equipment

Policy of Return Goods Authorization

NON-RETURNABLE ITEMS:

Special Orders –

DHT will not accept returns on specially ordered (non-stock) items and we cannot resell them for full value so they are non-returnable.

- Any unauthorized items not listed on the RGA or obsolete parts, special orders or goods *WILL NOT BE ACCEPTED.*

Cancellation Policy - Stock Items Only –

You may cancel your order before your order has shipped. Our Sales Department can inform you of the status of your order. Once an item is shipped, our Returns policy applies.

- Please provide us with a list of the items you would like to return by e-mail so an RGA (Return Goods Authorization Form) can be sent to you. The RGA will include a reference# and be issued by e-mail within 5 days provided you include the following return information on your e-mail:
 - a) Item and Qty of the goods you would like to return.
 - b) Invoice# or Packing list# (i.e.: #46543) identifying the goods.
 - c) Listing the condition of the goods (i.e.: new, no rust in original packaging) and describing any defects with a digital photo.
- Return of goods for credit or exchange must be done within 90 days of receipt.
- When an RGA is received, please label on outside of package and include a copy of the original packing list with the return. All returns NOT accompanied by an RGA or shipped freight collect will be refused.
- All goods return shall be returned freight prepaid.
- Upon arrival, goods will be evaluated for credit or replacement within 24 - 48 hours. Any item deemed defective by DHT will be replaced or a credit issued towards future product at discretion of DHT.
- Each return is subject to a 25% restocking charge.
- Any claim of shortage, damage, defects or wrong items must be submitted within 15 days of receipt.
- All goods are thoroughly inspected before shipped and any goods damaged by the freight carrier must submit a claim with the carrier only.

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