

When a CAIRE unit is received, it should be inspected immediately, as outlined in Section VII, Unpacking and Setup Instructions.

If a problem with the unit should be encountered, reference should be made to the Troubleshooting Chart in Section XII. If these procedures do not provide a solution for the problem, the following steps should be taken:

1. Call CAIRE, Inc. Customer Service.

North and South America/Asia/Pac Rim:

Phone (US Only) 800-482-2473

Phone 770-721-7759

Africa/Europe/Middle East:

Phone +44 (0) 1189 367080

2. State the problem with the unit.
3. If it is determined that the problem cannot be solved by the distributor, a Return Material Authorization (RMA) number will be assigned to the unit or part(s).
4. If a Purchase Order Number is to be referenced, please give this number to the Customer Service Representative at that time.
5. Carefully package the parts, or repack the unit in its original shipping container, precisely as shipped.
6. Write the Return Authorization Number on the top of the shipping container.
7. Customer Service will provide the correct shipping location once the RMA is provided

Restocking Policy

If it becomes necessary to cancel an order with CAIRE Inc. after the shipment has been received, use the following “Restock Policy” procedure:

1. Call CAIRE, Inc. Customer Service.
2. When contacting Customer Service personnel, it will be necessary to relay the following information:
 - a. State the quantity and description of equipment to be returned.
 - b. Give the Serial Number of each unit to be returned.
 - c. State the equipment purchase date.
3. An RMA number will be issued in the name of the distributor by CAIRE, Inc. for the equipment to be returned.
4. When the equipment is shipped to the factory, the RMA number must appear on the packing slip and shipping boxes.
5. Customer Service will provide the correct shipping location once the RMA is provided
6. Finally, a “Credit Memo”, minus a 15% restocking fee, will be issued to the distributor when all equipment has been received, inspected, and restocked by CAIRE, Inc

Return of Unused Non-Defective Merchandise

CAIRE Inc., at its discretion, charges a 15% restocking fee for unused non-defective merchandise that is returned. An RMA number must be obtained from CAIRE Inc. Customer Service prior to return of any goods. Merchandise cannot be returned for credit after sixty (60) days. Customer to pay all freight charges. Tracking capability and insurance on all returned goods is advised. CAIRE Inc. will not be responsible for misdirected shipments.