



Main Office  
805 13th St North  
Humboldt, IA 50548

West Coast  
1101 Center St  
Redding, CA 96001

## RETURNS AND WARRANTY POLICY

### Return Policy

At AP Air our goal is to have a return policy that is designed to be easy, quick, and effective. Changes in the market have led to a stricter return policy. **Please read and follow the policy below.**

- All returns must be shipped to the Humboldt, Iowa location unless otherwise specified.

**AP Air, Inc**  
**805 13th St N**  
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- All returns must be pre-approved with an RGA number issued by the customer service department. Once the RGA has been issued please visit [www.apairinc.com](http://www.apairinc.com) to print the RGA form or a copy can be e-mailed. This will serve as your packing list for the returns department.
- AP Air is **NOT** responsible for any items that are returned without prior authorization.
- All returned items must be purchased directly from AP Air.
- Returns must be clearly marked with the RGA number on the shipping label or outside of the shipping package. **DO NOT** write the RGA number on any parts box or packaging. A copy of the original invoice must be included.
- Customer is responsible for return shipping costs on returned or warranted items. International customers are responsible for any duties, taxes or fees associated with returned or warranted items unless otherwise specified by the customer service department.
- All items to be returned as new in the original packaging. Any items that have signs of being installed (*e.g., mounting bolt marks, scratches, dents, dirt, rust, oil, dye, anti-seize*) or altered are **NOT** eligible for return.
- AP Air is **NOT** responsible for returned items damaged in shipping. Items must be properly packaged before returning. It will be the customer's responsibility to file a damage claim with the carrier. If you receive items that are damaged, please report them to the customer service department before returning. See our **Damage and Lost Freight policy**.
- Some items may not be eligible for return. Non-returnable items include refrigerants, chemicals (*e.g., flush, oil, dye*), special order items, obsolete or superseded unless otherwise specified by the customer service department.
- Non-Stock or "Drop-Shipped" items are subject to automatic **5%** restock fee plus any additional fees associated with repackaging if required.
- Total annual returns shall not exceed **5%** of previous calendar year sales.
- **All returned items are subject to a restocking fee. Restock fee guidelines below:**
  - All Radiators, charge air coolers or large package items are subject to automatic **5%** restock fee plus any additional fees associated with repackaging due to the size of merchandise.
  - Merchandise received up to 120 days of invoice date and in new condition, No restock fee necessary unless cleaning, repackaging, or re-boxing is required.
  - Merchandise received 120 days to 1 year – **10%**
  - Merchandise received 1 to 2 years – **15%**
  - Merchandise received after 2 years – **MUST** be pre-approved for return plus **50%** restock fee will automatically apply. AP Air has the discretion of qualifying items. Non qualifying items will be returned or scrapped per customers discretion.
  - Items returned without an RGA number will be subject to an automatic **10%** restocking fee in addition to other fees incurred.



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### Warranty Policy

All AP Air merchandise is warranted to be free from defective materials and or workmanship for the period specified from the date of purchase. No labor or refrigerant allowance will be allowed for losses involved in the replacement of these parts. During the warranty period, parts determined by AP Air to be covered will be repaired or replaced at AP Air's discretion. Approved warranties are non-refundable and will be in the form of merchandise credit.

All warranties are to the original owner/purchaser only. A transfer of ownership or any 3rd party installation will terminate the warranty. All AP Air parts are to be installed by an authorized dealer or repair technician. A copy of the dated original installation work order must be furnished with compressor warranty claims. All warranty merchandise must be returned to AP Air for inspection before credit is issued.

This warranty does not cover defects caused by customer neglect, incorrect application, wiring, alteration, or repairs made outside AP Air's authorization. This warranty is in lieu of any other warranty, whether expressed or implied.

- Items returned for warranty must have an RGA.
- Customer is responsible for shipping costs on warranted items unless otherwise specified by the warranty department.
- A brief description of the malfunction must be provided. **DEFECTIVE** or **NOT WORKING** is not descriptive enough.
- Warranty will not be allowed for items that have been altered, mishandled, misused, abused, or damaged in transit. Any damage must be reported to the customer service department before installation.
- All compressors must be capped before returning for warranty inspection.
- All condensers, radiators, oil coolers or like items must be flushed/drained or capped before returning for warranty inspection.
- A compressor with a clutch wobble is not considered a warrantable manufacturing defect. Clutch wobble or run-out is generally due to mishandling or shipping damage. See our Compressor and Clutch Inspection document under the warranty tab at [www.apairinc.com](http://www.apairinc.com) for further information.

### **Compressor Warranty Policy:**

All AP Air compressors are warranted to be free from defective materials and or workmanship for the period specified from the date of purchase. A copy of the original work order showing the following steps were taken when installing a compressor must be provided before warranty will be considered. **NOTE:** Applications with Parallel Flow or Multi-Flow condensers must be replaced since they are non-serviceable or non-flushable.

**NOTE: FAILURE TO PROVIDE WORK ORDER OR FOLLOW THESE 8 STEPS WHEN INSTALLING A COMPRESSOR WILL VOID WARRANTY.**

1. Check compressor clutch for proper air gap or any misalignment prior to installation, adjust if necessary.
2. Check compressor for proper oil amount prior to installation per OEM or manufacturers recommendation, adjust if necessary.
3. Must flush A/C system with proper flush and flushing method.
4. Systems with a Parallel/Multi-Flow or Serpentine condenser must be replaced.
5. Must replace receiver drier or accumulator.
6. Must replace expansion valve or orifice tube.
7. Evacuate system to deep vacuum, 29.92 inHg (1013.20 mbar) for a minimum of 30 minutes.
8. Check for proper airflow through any cores or screens in line with the condenser, clean and wash out if necessary.
9. Check for proper operation of condenser fans or fan clutch if equipped.
10. Check for proper clutch voltage at initial engagement according to system specifications.
11. Check for correct refrigerant charge.



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Warranty Periods are as follows below.

- A/C & Heat Add-On Units – **1 Year for Replacement Parts**
- Auxiliary Heaters – **1 Year**
- Blower Motors – **1 Year**
- Compressors – **1 Year**
- Compressor Kits - **1 Year**
- Reman Compressors – **6 Months**
- Compressor Clutch – **No Warranty – Replace at your risk.**
- Condensers – **1 Year**
- Charge Air Coolers – **1 Year**
- Electrical Switches/Components – **6 Months**
- Equipment Tools – **1 Year – Some tools require contacting the manufacturer for repair/warranty.**
- Evaporators – **1 Year**
- Expansion Valves – **1 Year**
- Fan Clutches – **90 Days**
- Fittings A/C – **1 Year**
- Heater Cores – **1 Year**
- Hoses A/C – **1 Year**
- Lights – **1 Year**
- Oil Coolers – **1 Year**
- Radiators – **1 Year - Excluding Bulged or Ballooned tanks from Over-Pressurized system.**
- Receiver Driers – **1 Year**
- Turbochargers – **1 Year**

**NOTE:** Examples of non-warranty items can be viewed under the warranty tab at [www.apairinc.com](http://www.apairinc.com)

### Damage and Lost Freight Policy

#### Visible Damage:

- Before signing delivery receipt, inspect your freight for possible damage.
- For ground shipments (e.g., UPS, FedEx, Speedee, USPS, GSO) note the damage with the carrier. If the package is refused, make sure the carrier notes refusal due to damage. Please contact the customer service department to discuss the refused shipment.
- For common carrier freight, note the damage to the driver and list it on the BOL.
- If the carrier leaves the package or freight, please document with pictures before the package is opened. Once opened, document with pictures of the damaged merchandise. This will speed up the process and will be required when filing a claim with the carrier.
- DO NOT install damaged merchandise unless otherwise specified by an AP Air customer service or technical department representative.

#### Concealed Damage:

- If shipment is delivered with no visible damage, please contact the customer service department to start claim.
- Leave all packaging intact and document condition of box and damaged merchandise with pictures. The customer service department will ask for this documentation to start the process with the carrier.
- **DO NOT** return the merchandise as a return or warranty. Returned merchandise with damage is not accepted and is the customer's responsibility to report it to the customer service department.



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### **Merchandise Discrepancies:**

- It is our goal to process orders accurately. Mistakes can happen in the heat of the season with the abundance of orders being processed daily. AP Air will do their best to make the situation right in a timely manner.
- Inspect shipment for proper merchandise and quantity when it is received. Please report discrepancies within 10 business days of receipt. Call the customer service department at **800-806-5312** to discuss any discrepancies. Please keep track of the representative you speak to along with time and date.
- If a shipment is missing or lost in transit, please report to the customer service department within 30 days of the invoice date. Carriers typically allow a certain number of days for a claim to be filed.