



## POLICIES

### GENERAL

- Sales Tax is collected in Ohio
- While we make every effort to assure accurate pricing and descriptions, RW Martin is not responsible for typographical errors
- Prices are subject to change without notice.

### SHIPPING POLICY

- We ship Worldwide
- Orders are shipped via UPS and are subject to UPS standards, regulations, and delivery limitations
- We make every effort to ship all orders within 24 hours of purchase, Monday through Friday
- Pricing is based on size, weight and destination. Shipping rates include insurance and handling charges
- If you would like to know your shipping rates in advance, please call our parts office at 800.635.4363 or e-mail at [parts@rwmartin.com](mailto:parts@rwmartin.com)

### DAMAGE CLAIMS

- All damage claims are to be filed with the delivering carrier
- Carrier must be notified within 10 days of delivery on any damage claim, concealed or otherwise
- Failure to follow this procedure will forfeit any rights of recovery

### RETURNS & WARRANTIES

#### *30-Day Return Policy*

- You **MUST** obtain a Return Authorization prior to returning any item
- Proof of purchase (Invoice number) is required
- Returns must be made within 30 days of receiving your order
- Returns are subject to up to 20% restocking fee
- Special order parts are non-refundable
- Returned parts must be new, uninstalled, and in original packaging (Used or misused parts will be returned to the customer at the customer's cost)
- Original shipping charges are non-refundable
- All return shipping costs are the customer's responsibility
- Credit will be issued in the way the original payment was received
- All returns are subject to inspection. RW Martin reserves the right to deny any return that fails to meet our requirements

### ***How to Obtain a Return Authorization***

- Call us at 800.635.4363 or e-mail us at [parts@rwmartin.com](mailto:parts@rwmartin.com)
- Please have the following information ready when calling:
  - Proof of Purchase (Invoice number and date)
  - Part Number(s)
  - Reason for return
- We will issue a Return Authorization Number and shipping instructions

### ***Warranties***

- Warranties are in accordance with current manufacturer's policies
- No commercial laundry equipment manufacturer offers a labor reimbursement policy
- The manufacturer's parts warranty dictates that the end user is responsible for all freight costs associated with warranty parts

### ***How to File a Claim***

- Call us at 800.635.4363 or e-mail us at [parts@rwmartin.com](mailto:parts@rwmartin.com)
- Please have the following information ready when calling:
  - Proof of Purchase (Invoice number and date)
  - Part Number(s)
  - Reason for failure
  - Date of failure
- We will give you a Warranty Authorization Number and shipping instructions

### **QUESTIONS?**

Contact us at 800.635.4363 or [info@rwmartin.com](mailto:info@rwmartin.com)