

RESIDENTIAL RETURN GOODS AUTHORIZATION (RGA) POLICY

This policy establishes the requirements for returning residential products. Return product due to damage, incorrect product received applies exclusively to non-collect shipments.

We agree to accept all “Product Returns” during the “**Standard Product Return Period**” defined as:

- **Packaging Damage:** Report within **7 days** of delivery.
- **Incorrect Product/Quantity:** Report within **7 days** of delivery.
- **Unused Stock:** Return within **180 days** of the ship date, subject to a **25% restocking fee**.
- **Incorrect or Missing Items Inside the Box:** Report within **365 days** of delivery.
- **Concealed Damage (product inside box):** Report within **90 days** of delivery.

Non-Standard Product Return Period: Products that are damaged or defective outside the Standard Product Return Period will be processed according to their warranty terms.

Requesting a Return Goods Authorization (RGA)

A dealer will contact Residential Technical Support, via:

- **Email** (technicalsupport@viqua.com),
- **Phone** (800) 265-7246 x335 **or**
- **Website Warranty Form** (<https://viqua.com/product-support/product-warranty-claims/>)

Dealers must provide the following:

- A detailed explanation of the issue and product failure.
- Digital evidence (e.g., photos, videos) to support the claim.
- Proof of purchase (if applicable).

If the claim is approved, a credit or replacement product will be issued. If further investigation is required, the defective product must be returned using a **freight-paid return label** provided by Viqua.

All returned product(s) with an authorized RGA number should have the RGA number clearly marked on the returning box and a copy of the RGA Form should be included inside the box. The pre-paid return label, provided by the Residential Technical Support team, should be affixed to the box, ensuring that no previous shipment labels are visible on it.

If a dealer chooses to return a suspected defective without a pre-approved RGA, the costs associated with the return, including but not limited to, inbound freight cost, will be paid by the dealer. Credit or replacement will only be applied once the dealer has received an RGA number, the item returned, and an investigation has confirmed the item to be defective.

Types Return Goods Authorization (RGA):

1. Damaged Product

For visible damaged upon delivery – the bill of lading must be signed & dated and state "Damage" (indicating model/quantity). Carrier's Name and driver's signature must be referenced on all paperwork.

Dealers must submit the below with the claim:

- the proof of delivery (POD),
- skid images (if available),
- and the answers to below questions along with any transit damage claims:
 - Was there a top wrap sheet on the skid when the skid was received?
 - Were there "Do not stack" labels on all four sides when the skid was received?

A Dealer has 90 days from date of delivery to notify of any concealed damaged.

If a dealer claims product is damaged and upon return it is determined to be in good working condition, a restocking fee of 25% will apply.

If the product was purchased through a dealer, the customer's proof of purchase (POP) may be required for any component purchased over 30 days from the dealer's date of purchase. Products must be returned in their original packaging or sufficiently wrapped in order to minimize any additional damage.

All requests must include digital pictures of the carton and damaged component, as well as a photo of the component's model number and serial number.

2. Incorrect /Missing Product

- Notify Technical Support within 7 days from the date of receipt.
- Provide details of the incorrect/ missing items and supporting documentation (packing slip, photos)

3. Defective Product

- Defective product will be handled based on its warranty. A detailed explanation of what is wrong with the component is required (i.e., controller alarm, lamp will not light, out of calibration, leaking water, etc.) , Digital pictures and videos are recommended.
- If requested, the defective items will need to be return with the provided pre-paid label.

4. Unused product

- Unused product in their original packaging can be return within 180 days of the ship date.
- A re-stocking fee equal to 25% will come off the total of the Return Authorization credit amount.
- The costs associated with the return, including but not limited to, inbound freight cost, will be paid by the dealer.

Periodically, Viqua will audit warranty claims and returns policy to ensure the integrity of the process and Viqua reserves the right to modify the returns policy (with notice) as deemed appropriate.

The above procedure in effect as of February 10, 2025