

August 7, 2018

Bosch Thermotechnology Corp.
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Londonderry, NH 03053
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2018 Bosch Returns Policies and Procedures

Dear Valued Customer,

At Bosch, we are committed to continuously improving our customers' experience with us. To this end, we are revamping our returns process, beginning with your ability to submit all claim types online! In addition, you will be able to order replacements along with your Return Material Authorization (RMA) requests with just a click of a button. These updates will allow us to work more proactively with you, our valued partners, and significantly improve processing time for your returns, credits, and replacement orders.

Distributors, wholesalers, and Bosch manufacturing representatives can now file damage and lost shipment claims online through www.BoschProHVAC.com, as they would a New & Unused or Warranty claim. Direct email submission is still an available option, however we highly encourage claims be submitted through the website portal. In addition to increasing timely and accurate claim processing, the website provides you with up to date claim status and dashboard monitoring tools.

Customers who wish to file return claims via email can do so using the following addresses:

- For damage and lost shipment claims, please email ttna.freightclaims@us.bosch.com.
- For all other warranty and return claims, please email warranty_returns@us.bosch.com.

For your convenience, we have attached our current returns policies and procedures. If you have any questions, please feel free to contact your local Bosch Representative, or the Warranty and Returns department at warranty_returns@us.bosch.com. Thank you again for choosing Bosch Thermotechnology Corp.

Yours Sincerely,



Christie Stack
Warranty and Returns Supervisor

For reference, here is the verbiage from our Returns policies:

New and Unused Returns*:

Customers will have thirty (30) days from the invoice date to request a Returns Material Authorization (RMA) and sixty (60) days from the date of the RMA to physically return merchandise to the warehouse as specified by Bosch Thermotechnology Corp. for new and unused products. To receive a written Return Material Authorization (RMA), please file a claim online at BoschProHVAC.com or reach out directly to warranty_returns@us.bosch.com.

- All merchandise being returned to stock must be accompanied by a written RMA issued by Bosch Thermotechnology Corp. and must be in good, re-sellable condition.
- All merchandise shall be shipped to the specified Bosch Thermotechnology Corp. warehouse stated on the RMA, freight prepaid by the Buyer.
- The following items cannot be returned as a restock return:
 - Special order items, including custom made, non-stocked inventory (special order is determined by Bosch)
 - Water Source Heat Pump (WSHP) Equipment Manufactured by FHP
 - Damaged parts of any kind
 - Thermostats not in the original unopened box
 - Electric heater inserts

Shipping Discrepancies

If you receive an incorrect number of units or a visibly damaged product, you should mark the number of missing, extra, or damaged units on the carrier's delivery receipt and take possession of the goods. You will need to contact Bosch Thermotechnology Corp. within ten (10) days of delivery to report visibly damaged goods. To report and return the damaged goods and receive a written Return Material Authorization (RMA), please file a claim online at BoschProHVAC.com or reach out directly to ttna.freightclaims@us.bosch.com.

Concealed Damages:

After receipt of materials, customers will have **sixty (60) days from delivery to report concealed damages**. There will be no special approvals required within sixty (60) days of delivery for concealed damages. To report and return concealed damaged goods and receive a written RMA, please file a claim online at BoschProHVAC.com or reach out directly to ttna.freightclaims@us.bosch.com.

Once you receive an RMA from Bosch Thermotechnology Corp., you may return goods to:

US Customers:
Bosch Thermotechnology Corp.
ATTN: Returns Department
50 Wentworth Ave.
Londonderry, NH 03053

Canadian Customers:
Dave Vallieres & Associates
ATTN: Returns Department
97 Columbus
Point-Clair, Quebec H9R 4K3

Please Note: Bosch Thermotechnology Corp. reserves the right to change, modify or discontinue the program at anytime.

*Restocking fees are 25% of an item's invoiced price with a minimum \$25.00 charge per item.