



Warranty:

Limited Five-Year Warranty

Peerless Industries, Inc. warrants to original end-users of Peerless® products that Peerless® products will be free from defects in material and workmanship, under normal use, for a period of five years from the date of purchase by the original end-user. At its option, Peerless will repair or replace, or refund the purchase price of, any product which fails to conform with this warranty.

Any implied warranties which may apply are limited in duration to a period of five years from the date of purchase by the original end-user. Notwithstanding the preceding sentence, Peerless specifically disclaims all implied warranties, including, without limitation, implied warranties of merchantability and implied warranties of fitness for a particular purpose, with respect to products used for commercial purposes. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

This warranty does not cover damage caused by (a) service or repairs by anyone other than authorized Peerless personnel, (b) the failure to utilize proper packing when returning the product, (c) improper installation or the failure to follow Peerless' instructions or warnings, or (d) misuse or accident, in transit or otherwise.

In no event shall Peerless be liable for incidental or consequential damages or damages arising from the theft of any product, whether or not secured by a security device which may be included with the Peerless® product. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

This warranty is in lieu of all other warranties, expressed or implied, and is the sole remedy with respect to product defects. No dealer, distributor, installer or other person is authorized to modify or extend this Limited Warranty or impose any obligation on Peerless in connection with the sale of any Peerless® product.

This warranty gives specific legal rights, and you may also have other rights which vary from state to state.

To obtain service under this warranty, please contact Peerless at 800-865-2112 for a Return Material Authorization number and instructions for returning the product to Peerless. Peerless will not accept returns without a previously-issued Return Materials Authorization number.

Returns:

For returns please call our customer service team at:
800-865-2112 [or (708) 865-2110 in the Chicago Metro area],
7:00 am to 7:00pm CST or email us.

Return of Goods Policy.

Return of goods for repair, warranty claims, credit or any other reason will not be accepted without a RETURN MATERIAL AUTHORIZATION (RMA) number. Such number can be obtained from the Peerless Customer Service Team upon request, provided that all of the necessary information is available regarding the proposed return. Defective goods will be replaced or credited, at the customer's option, at no additional charge.

A minimum 25% restocking charge applies to all non-defective products returned for credit within the first 30 days after purchase. Thereafter, a larger restocking charge will be applied based upon the date of original shipment. Products will not be accepted for return 120 days after their original ship date. Peerless additionally reserves the right to impose a repackaging charge when products are returned damaged and cannot be directly resold. Furthermore, any product specially produced or not normally carried in inventory will not be accepted for return under any circumstances. Also, any obsolete products will not be accepted for return under any circumstances. All items to be returned must be sent back to us via pre-paid freight, with the RETURN MATERIAL AUTHORIZATION (RMA) number clearly marked on the carton and noted on the packing slip. No freight collect shipments will be accepted.

If a customer orders the wrong product by mistake, it may be returned with a reduced restocking charge of 10% if ALL of the following conditions are met; the incorrectly ordered products are returned within 30 days of shipment, the customer must pay freight to return the product, the product must be received in the original packaging and in like-new condition, the customer must immediately place a replacement order of equal or greater value than that of the order being returned. If and only if all of these conditions are met, at the discretion of Peerless, may a customer receive the reduced 10% restocking charge.

It is the purchaser's responsibility to provide adequate packaging to protect the product being returned. Peerless reserves the right to accept or reject the returned product subject to an inspection upon receipt. Products that are returned severely damaged may be rejected and therefore will not qualify for any type of return credit. The following chart defines the minimum restocking charge that will be applied for goods accepted for return by Peerless. It does not include any additional charges that may apply for damaged products or those needing rework.