



# WARRANTY & RETURN POLICY

## I. WARRANTY POLICY

### HEATERS

L.B. White Company, Inc. warrants that its heaters and component parts will be free from defects in material and workmanship for a period of 12 months from date of purchase, when properly installed, operated, and maintained in accordance with the Installation and Maintenance Instructions, safety guides and labels contained with each unit. If any component proves defective in either material or workmanship during the limited warranty period, L.B. White will, at its option, repair the defective part or equipment, or replace it with a new part or equipment.

Proof of purchase and warranty qualification must be established at time of return.

- A warranty card on file at L.B. White will automatically qualify a unit or its component parts for warranty consideration.
- If a warranty card is not on file, a copy of the bill of sale must be provided at time of return.

### PARTS

L.B. White Company, Inc. warrants that replacement parts purchased from the company and used on the appropriate L.B. White equipment are free from defects both in material and workmanship for 12 months from the date of purchase from L.B. White. If any replacement part proves defective in either material or workmanship during the warranty period, L.B. White will, at its option, repair or replace the defective part without charge if returned to L.B. White.

Proof of purchase and warranty qualification must be established at time of return.

- Warranty is automatic if a component is found defective within 12 months of the date code marked on the part.
- If the defect occurs more than 12 months later than the date code but within 12 months from the date of purchase, a copy of the bill of sale must be provided at time of return.

This limited warranty does not apply to heater, component or replacement part damage resulting from incorrect installation, misuse, abuse, accident, neglect, mishandling, incorrect environments, or wear from ordinary use.

THE WARRANTY SET FORTH ABOVE IS THE EXCLUSIVE WARRANTY PROVIDED BY L.B. WHITE, AND ALL OTHER WARRANTIES, INCLUDING ANY IMPLIED WARRANTIES OR MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE EXPRESSLY DISCLAIMED. IN THE EVENT ANY IMPLIED WARRANTY IS NOT HEREBY EFFECTIVELY DISCLAIMED DUE TO OPERATION OF LAW, SUCH IMPLIED WARRANTY IS LIMITED IN DURATION TO THE DURATION OF THE APPLICABLE WARRANTY STATED ABOVE. THE REMEDIES SET FORTH ABOVE ARE THE SOLE AND EXCLUSIVE REMEDIES AVAILABLE HEREUNDER. L.B. WHITE WILL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES DIRECTLY OR INDIRECTLY RELATED TO THE SALE, HANDLING OR USE OF THE EQUIPMENT, AND IN ANY EVENT L.B. WHITE'S LIABILITY IN CONNECTION WITH THE EQUIPMENT, INCLUDING FOR CLAIMS BASED ON NEGLIGENCE OR STRICT LIABILITY, IS LIMITED TO THE PURCHASE PRICE.

SOME STATES DO NOT ALLOW LIMITATION ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU. 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 GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.



*Quality heaters you can count on.*

W6636 L.B. White Rd., Onalaska, WI 54650 ■ (800) 345-7200 ■ (608) 783-5691 ■ (608) 783-6115, fax ■ [info@lbwhite.com](mailto:info@lbwhite.com)



# WARRANTY & RETURN POLICY

## II. WARRANTY CLAIM PROCEDURE & CREDIT POLICY

### HEATERS

#### Claim Procedure

Defective heaters may be returned within the warranty period to L.B. White by authorized distributors who obtain factory approval and a Return Authorization Number prior to return shipment. *Returned product will not be accepted without an authorized RA number.*

To request a Return Authorization Number, contact L.B. White at 1-800-345-7200. The following information must be provided when requesting an RA number:

- Model and serial number
- Distributor name and address
- Reason for product failure/return
- Proof of purchase (warranty card on file or copy of bill of sale available)

Product must be returned to L.B. White within 30 days of the date the RA number was issued.

- The RA number must be included on all transmitting paperwork, as well as clearly marked on the outside of the return carton.
- If a warranty card is not on file, a copy of the bill of sale must also be included with the product at time of return.

Product must be returned freight prepaid in the original or equivalent packaging. *Return freight will be credited after inspection and validation of warranty claim.*

Warranty claims will be determined to be valid if inspection of returned product indicates:

- The product is defective
- The item is within the warranty period
- Failure is due to normal use

#### Credit Policy

If a heater warranty claim is determined to be **valid** and the product is **new**, L.B. White will:

- Repair or replace the product for you
- Ship the repaired or replacement product at no charge
- Issue a credit for all reasonable freight charges incurred in returning the product to L.B. White

If a heater warranty claim is determined to be **valid** and the product is **used**, L.B. White will:

- Repair the product for you
- Ship the repaired product to you at no charge
- Issue a credit for all reasonable freight charges incurred in returning the product to L.B. White.

If you require immediate replacement of a heater returned under warranty, you will be charged the standard price at time of shipment.

L.B. White is not responsible for labor costs associated with the removal of a defective product or component, damages due to removal, or installation of the repaired or replaced product.

If a warranty claim is determined to be **invalid**, L.B. White will notify you. L.B. White is not responsible for expenses incurred to ship product to or from L.B. White if the product is determined to be invalid.



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## WARRANTY & RETURN POLICY

### II. WARRANTY CLAIM PROCEDURE & CREDIT POLICY (cont.)

#### PARTS

##### Claim Procedure

Defective Parts may be returned within the warranty period to L.B. White when accompanied by an L.B. White Warranty Return Tag. Warranty Return Tags are available through authorized L.B. White dealers or by contacting L.B. White at 1-800-345-7200. A separate Warranty Return Tag is required for each part returned. The Warranty Return Tag must be completely filled in for the Return Tag to be valid. *Any part returned without a Warranty Return Tag or with an incomplete Warranty Return Tag will not be accepted.*

Parts must be returned freight prepaid in appropriate protective packaging.

Warranty claims will be determined to be valid if inspection of the returned service part indicates:

- The product is defective
- The item is within the warranty period
- Failure is not due to misuse or wear from ordinary use

##### Credit Policy

If a parts warranty claim is determined to be **valid**, L.B. White will issue an account credit or ship replacement parts to you, FOB Onalaska.

If you require immediate replacement of parts returned under warranty, you will be charged the standard price at time of shipment. After the warranty claim has been determined to be valid, you will receive a credit for the returned part.

If a warranty claim is determined to be **invalid**, L.B. White will notify you.

L.B. White is not responsible for labor costs associated with the removal of a defective part, damages due to removal, or installation of the repaired or replaced part.



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