

CWR, Return Policy And Procedures

PLEASE READ INSTRUCTIONS CAREFULLY AND FILL OUT SIDE 2 AND SEND WITH RETURNED ITEM

- PLEASE INSPECT YOUR SHIPMENT PROMPTLY AND REPORT ANY SHIPPING DAMAGE WITHIN (2) TWO WORKING DAYS OF RECEIPT OF YOUR ORDER. **CALL CWR SO WE CAN FILE A DAMAGE CLAIM**, IF A DAMAGE CLAIM IS NOT REPORTED WITHIN (5) FIVE WORKING DAYS, THEN THE PRODUCT WILL BE CONSIDERED DAMAGED BY THE CUSTOMER AND **NOT ELIGIBLE FOR REPAIR OR REIMBURSEMENT.**
- **DO NOT DISPOSE OF ANY DAMAGED PACKING MATERIAL OR GOODS, USE OUTER SHIPPING BOX TO RETURN ITEMS.**

IMPORTANT INFORMATION FOR RETURNS:

IF YOU PURCHASED DIRECTLY FROM CWR

- CALL CWR FOR A RETURN AUTHORIZATION NUMBER (RA #)
- CWR MUST BE NOTIFIED WITHIN 30 DAYS OF RECEIPT OF GOODS FOR RETURN ELIGIBILITY.
- MERCHANDISE RECEIVED AT OUR FACILITY WITHOUT AN RA# CLEARLY MARKED ON THE OUTER SHIPPING **BOX WILL NOT** BE ACCEPTED, AND A CREDIT WILL NOT BE ISSUED.
- MERCHANDISE MUST BE RECEIVED, IN GOOD CONDITION, WITHIN 15 BUSINESS DAYS OF ISSUANCE OF THE RA# FROM CWR
- ANY RETURNS RECEIVED AFTER THE STIPULATED TIME PERIOD WILL BE REFUSED.
- **SHIPPING EXPENSES ARE NOT REIMBURSABLE ON ANY RETURNED OR REFUSED DELIVERY PRODUCTS.**
- **WITHIN 30 DAYS CWR HAS THE RIGHT TO REFUSE YOUR PRODUCT. **A RESTOCKING FEE OF 6% WILL BE CHARGED ALL RETURNS.****
- **ALL WHOLE HOUSE SYSTEMS & CUSTOM REVERSE OSMOSIS UNITS ARE CUSTOM CONFIGURED AND ARE NOT RETURNABLE.**
- **After 30 days- products are not returnable.**

IF YOU PURCHASED FROM AN AUTHORIZED DEALER

- YOU MUST CONFORM TO THE DEALERS' INDIVIDUAL RETURN POLICIES. THE DEALERS' RETURN POLICY SUPERCEDES CWR'S RETURN POLICY.
- TO RETURN/EXCHANGE A PRODUCT, CALL YOUR AUTHORIZED DEALER FOR THEIR RETURN/EXCHANGE POLICY PROCEDURE. PLEASE FOLLOW THE DEALER'S RETURN PROCEDURES.
- IF YOU PURCHASED THRU A DEALER AND A RETURN IS AUTHORIZED BY YOUR DEALER, YOUR REFUND WILL BE MADE THRU THE DEALER NOT CWR. **ALL RETURNED MERCHANDISE MUST BE SHIPPED VIA UPS, FEDEX or USPS AND MUST HAVE AN RA# ON THE OUTSIDE BOX OR IT WILL BE REFUSED.**

DISCLAIMER FOR CWR CUSTOMERS ONLY

- ALL MERCHANDISE IN UNUSED CONDITION IS RETURNABLE WITHIN 30 DAYS PROVIDING THAT THE UNIT SHOWS NO EVIDENCE THAT IT HAS BEEN DAMAGED BY SHIPPING, TAMPERED WITH, OR AN ALTERATION WAS MADE.
AN AUTHORIZATION NUMBER IS REQUIRED ON ALL PRODUCTS RETURNED TO US, INCLUDING UNITS REQUIRING REPAIR. WE RESERVE THE RIGHT TO REFUSE ANY PRODUCTS RECEIVED IN DAMAGED CONDITION. SHIPPING FEES ARE NON-REFUNDABLE AND ONLY PRODUCTS AUTHORIZED FOR RETURN WILL BE RECEIVED FOR EVALUATION. USE OUTER SHIPPING BOX AND SUFFICIENT PACKING MATERIAL TO RETURN ITEM(S).

DAMAGE CLAIMS:

- IF YOU RETURN A UNIT AND WE RECEIVE THE UNIT IN A DAMAGED CONDITION, YOU WILL BE NOTIFIED. **YOU MUST** FILE A DAMAGE CLAIM WITH THE SHIPPER THAT YOU USED FOR THE RETURN. **NO CREDIT WILL BE ISSUED ON ANY DAMAGED UNIT BY CWR OR THE DEALER. THE SHIPPING CO. YOU USED IS RESPONSIBLE FOR PAYMENT ON DAMAGED GOODS.**

NOTE:

- FOR AIR FILTER ORDERS WITH AN EXTRA SET OF PRE AND/OR POST FILTERS **-FILTERS ARE LOCATED IN PACKING MATERIAL**
- PLEASE ALLOW 3-4 WEEKS FOR THE EXCHANGE/RETURN PROCESS. PLEASE DO NOT ISSUE A CHARGE BACK WITH THE CREDIT CARD COMPANY AS THIS WILL DELAY YOUR REFUND.

VISIT OUR WEBSITE FOR THE COMPLETE LINE OF PRODUCTS:

CWR, Return Policy & Procedures

PLEASE READ AND FILL OUT THE INFORMATION REQUESTED - SEND FORM WITH ITEM

SHIP RETURN ITEMS BY UPS, FEDEX, USPS- trackable

HOW TO RETURN AN ITEM

- IT IS THE CUSTOMER'S RESPONSIBILITY TO RETURN ITEMS AT THE CUSTOMER'S OWN EXPENSE.
- CWR DOES NOT ISSUE CALL TAGS FOR ITEMS THAT ARE BEING RETURNED, EXCHANGED OR REPAIRED.
- IF YOU PURCHASED FROM CWR DIRECTLY CALL FOR AN RA# AT 800-444-3563 (SEE OTHER SIDE)
- ☞ **CALL YOUR AUTHORIZED DEALER WHERE YOU PURCHASED THE ITEM AND FOLLOW THEIR PROCEDURES.**
- REMEMBER TO PLACE THE RETURN AUTHORIZATION NUMBER (RA #) CLEARLY ON THE OUTSIDE OF THE BOX
- IF THE RA # IS NOT ON THE BOX THE PACKAGE WILL BE RETURNED TO YOU.
- RETURN ITEMS TO: **CWR, ENVIRONMENTAL PRODUCTS - 7897 SW Jack James Drive, Suite C, Stuart, FL 34997**
- **ALL RETURNS MUST BE IN ORIGINAL CARTON WITH SHIPPING MATERIAL AND OUTER SHIPPING BOX.**
- WHEN RETURNING YOUR ITEM - **YOU MUST INSURE THE ITEM FOR THE ORIGINAL PURCHASE PRICE.**
- **SHIP RETURN ITEMS BY UPS, FEDX, USPS- make sure you have a tracking #**

DESIRED ACTION - PLEASE CIRCLE ONE

- PLEASE REPLACE WITH THE CORRECT ITEM
- PLEASE SERVICE THE UNIT
- PLEASE PROCESS ITEM AS A RETURN

REASON CODES - PLEASE CIRCLE ONE

- WRONG ITEM RECEIVED
- DAMAGED
- COULD NOT INSTALL IT
- WRONG ITEM ORDERED
- WRONG COLOR
- DOES NOT FIT
- PARTS MISSING
- CHANGED MIND
- OTHER - SPECIFY BELOW

RETURNED ITEMS				
ITEM	DESCRIPTION	QUANTITY	ITEM PRICE	TOTAL
TOTAL				
EXCHANGED ITEMS - ADDITIONAL ORDERS				
ITEM	DESCRIPTION	QUANTITY	ITEM PRICE	TOTAL
TOTAL ORDERED				
NEW YORK STATE RESIDENTS - PLEASE ADD 8.5% SALES TAX				
SHIPPING AND HANDLING (PLEASE CALL FOR QUOTE)				
TOTAL				
PAYMENT METHOD FOR EXCHANGE ORDER THAT EXCEED MY CREDIT				
ACCOUNT NUMBER:				
EXP DATE:		SIGNATURE:		
YOUR INFORMATION				
FULL NAME		RA #		
ADDRESS		SERIAL # SA		
DAY TIME PHONE NUMBER		PM PHONE		