



20 Goodyear
Irvine, CA 92618
TEL. (949)420-0420 ext. 133 or 160
FAX. 877.841.8283
Email: return@navien.com

WARRANTY PRODUCT RETURN FORM

****This form must be completed & emailed to the returns department for your unit(s) and/or part(s). Please type or write legibly, COMPLETE THE FORM TO ITS ENTIRETY and email to Return@navien.com OR fax to (877)-841-8283. IF THE FORM IS INCOMPLETE, WE WILL NOT PROCESS THE REQUEST.**

Today's Date :

Questions below, please circle. More than 1 Unit must be on a Pallet.

DO YOU NEED A SHIPPING LABEL?	YES	NO	NEED SCHEDULE PICKUP?	YES	NO
DATE PACKAGE WILL BE READY FOR PICKUP:	PACKAGE PROVIDE TOTAL COUNT:		BOX	PALLET	

RGA#		**AN RGA NUMBER AND SERIAL NUMBER IS MANDATORY, please contact the Technical Support Department at 800-519-8794 option 2 to obtain a RGA number prior to return. Any return w/o an authorized RGA will be returned to the customer.
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WHOLESALE INFORMATION <small>(CREDIT ISSUED TO WHOLESALE WHO ISSUED THE REPLACEMENT UNIT (SN))</small>	PICK UP ADDRESS <small>(Enter ONLY if different then wholesaler)</small>
Company	Company
Address	Address
City	City
State	State
Zip Code	Zip Code
Contact Person:	Contact Person:
Phone:	Phone:
Email:	Email:
Enter your Account Payable's email address: <small>(we will email a copy of the credit memo ENTER EMAIL ADDRESSES)</small>	

2. Return Unit Information

Return unit information	Replacement unit information
Unit Model	Replacement Model
Serial Number	Replacement S/N #
Debit Memo #	** Navien is not responsible for the increased price difference on upgrade replacement products.

REQUIREMENTS - PLEASE READ: A credit will only be issued for unit (s) and/or part(s) that have been purchased from Navien, if found to not be sold by Navien, request will be denied.

ALL UNIT RETURNS MUST BE DRAINED PRIOR TO SHIPMENT - NO WATER IN UNIT DURING TRANSIT.

Units/Parts returned w/o boxes or improper packaging will be subject to return to customer 'collect'

Units returned w/o serial number labels no identification will be subject to return on customer shipping account or sent back 'collect'

Units returned w/ internal parts missing, major components will not receive credit

Units returned w/o correct RGA or unapproved RGA number will not receive Credit, unit will be sent back to customer 'collect'

3. Return Parts Information

Parts No.	Parts Name	Quantity

Note: To Return units you will be required to email return@navien.com to coordinate a pick up. Parts must use the prepaid FedEx Return label provided when the Warranty Part was provided by Navien. Shipping is NOT reimbursed for any returns not prepared by Navien Inc.

Additional Important Notes/Instructions: - PLEASE READ!

NAVIEN DOES NOT ACCEPT COLLECT SHIPMENTS, IF SENT COLLECT THEY WILL BE REFUSED.

DO NOT SEND PARTS UNLESS YOU HAVE AN AUTHORIZED RGA NUMBER. TO CHECK IF THE PART IS ELIGIBLE CONTACT TECH SUPPORT.

ALL DEFECTIVE UNITS AND OR PARTS ARE RETURNED VIA GROUND SERVICE.

NOTE: ARRANGE RETURNS WITH NAVIEN, DO NOT USE YOUR ACCOUNT TO SHIP, WE WILL NOT REIMBURSE SHIPPING COSTS IF YOU USE YOUR SHIPPING ACCOUNT.