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Missouri
2376 State Rd MM
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K&E Distributing Inc. Return Policy

- Unused stocked and non-stocked items have a 60-day return policy and may be subject to restocking fees and/or freight charges.
- All sales are final on special order items.
- All items must be returned in their original packaging and intact with their original quantity. Partial quantity returns will not be accepted. K&E Distributing will verify contents when returned.
- Any items returned that are in non-resale condition will incur a restocking fee or repackaging fee at our discretion. Resale condition is based on the packaging and/or condition of the actual item.
- All warranty parts must be returned for credit. There will no longer be field scrap items. (see exceptions below)
- All ClimateMaster and Geostar warranty parts must be held for 60 days from failure date. If a warranty part is requested to be sent back to the manufacturer your Territory Manager will notify you. Failure to return a warranty part that has been requested by the manufacturer will result in a bill back at the full cost of the part.
- Warranty returns must be accompanied with a completed RMA Warranty Claim Form. The claim form can be found on our website or a copy may be requested through either your Territory Manager or by calling either K&E Distributing location.
- You may ship back items at your own expense to K&E Distributing for credit or you may contact your Territory Manager to request a pick-up. All reimbursements will be in the form of a credit issued to the requesting contractor. Parts must be returned within 60 days of receipt.

“THE INDUSTRY LEADERS IN EMERGING TECHNOLOGY FOR THE HVAC MARKET”

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Visit us at: www.kedistributing.com

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