



No Restock Policy / Trane & Service First

As your Partner distributor, we understand that sometimes Trane and Service First items may be ordered that need to be returned for one reason or another. A customer decides to replace their equipment rather than repair it, a job gets cancelled or a unit is misdiagnosed for example. It happens regardless of how hard we all try to avoid it. We want you to know that in these situations, you will have the opportunity to return Trane & Service First items free of restock charge. All returned items and packaging must be in new, unused, and resalable condition. You are only responsible for the inbound freight.

Details:

- Platinum and Gold Level dealers are eligible for the No Restock Policy on Trane and Service First Items
- **Returned items and packaging condition must be new, unused, and resalable**
- Returned items must be returnable to Trane or Service First
- No Restock Policy applies to Trane and Service First Items only
- Partner Dealer is responsible for inbound freight from the order