

## FranklinWH RMA Process

Date: 2022.08.17

Maintenance, replacements and returns (if applicable), in accordance with the warranty, are subject to the following:

- It is recommended that Franklin home power users first contact the installers for troubleshooting.
- If the installers fail to address the issue, customers may call the FranklinWH customer service hotline 888-851-3188 for technical support. Most of the problems can be solved through remote support from FranklinWH.
- If the issue is caused by hardware and cannot be addressed in the field, installers may submit a Refund Merchandise Authorization (RMA) request for the users at <http://www.franklinwh.com/support>. An RMA request must include the following information:
  - ✧ Proof of purchase of the defective product
  - ✧ Model number of the defective product
  - ✧ Serial number of the defective product
  - ✧ A brief description of the problem
  - ✧ Installer information (company name, phone and email)
  - ✧ Shipping address for the replacement unit
- According to the provided information, FranklinWH may work with the installer to do some system testing. After confirming that there is a hardware issue, FranklinWH will approve the RMA request, send a RMA number to the initiator, and ship a replacement unit to the provided shipping address.
- When the replacement unit arrives, the installer should remove it from the shipping box, put the defective product in the same box, attach the return shipping label that was included with the replacement product, and ship it to FranklinWH. The defective product must be returned using the original packaging of the replacement unit or other packaging that has the equivalent protection.

- If Franklin has not received the defective product within 60 days after delivering the replacement unit, FranklinWH will invoice the customer or installer for the product, depending on who was the recipient of the replacement unit.
- If the final determination is that the problem was not caused by the FranklinWH product, after installing the replacement unit, or if the returned product is found to be in good functional condition after testing, FranklinWH will charge the customer a fee of \$200, round-trip shipping costs, and the value difference between the replacement unit and the original unit.
- Do not attempt to take apart, repair and/or modify the defective product without the authorization of FranklinWH. Otherwise, it may void your warranty.