



HHY Returns & Warranty Policy

Effective October 1, 2026

Hoffman Hydronics, LLC (“HHY”) is committed to helping customers resolve returns, shipping concerns, and warranty requests as efficiently as possible. This policy explains how to submit a request and what information is needed to help us respond promptly.

This policy is intended to supplement HHY’s Terms & Conditions. If there is any conflict between this policy and HHY’s Terms & Conditions, the Terms & Conditions control.

Submit a Request

- Email returns@hoffmanhydronics.com and use one of these subject lines:
 - Sales Order # – Return Request
 - Sales Order # – Warranty Request
 - Sales Order # – Shipping Damage or Shortage
- Please include:
 - Original HHY sales order number
 - Part number(s) and quantity
 - Reason for the request
 - Equipment serial number, when applicable
 - Your preferred contact name, phone number, and email address
 - Photos and videos, when applicable
 - For shipping damage or shortages: photos of the product, packaging, shipping label, packing slip, and delivery receipt are required
- HHY’s Returns & Warranty Team will generally acknowledge or respond to complete requests within 3–5 business days. Additional time may be needed when a manufacturer, carrier, or other third party must review the request.

Return Eligibility

- Stock products and parts may be considered for return when they are:
 - New, unused, and in resalable condition
 - Requested within 60 days of shipment
 - Approved in writing by HHY before being returned
- Configured, made-to-order, and custom-built products are not eligible for return.



- Requests submitted more than 60 days after shipment may be reviewed only with HHY's written approval. Please contact your HHY salesperson or the Returns & Warranty Team for review.

Return Authorization

Do not return material until HHY has issued written return authorization.

- HHY stock returns require an assigned HHY Return Authorization (RA) number.
- Vendor-direct returns may require the manufacturer's Return Material Authorization (RMA) number.
- The RA or RMA number must be clearly marked on the return shipping label and any documents specified in HHY's return instructions.
- Returns received without a valid RA or RMA may be refused or returned to the sender at the sender's expense.
- Issuance of an RA or RMA authorizes the return of material for evaluation only and does not constitute approval of a credit or warranty claim. Final disposition is subject to inspection, manufacturer approval, and other applicable requirements.

Fees and Freight

- A standard restocking fee applies to approved returns of stock products and parts.
- Additional handling, transportation, repair, repackaging, or other applicable charges may apply.
- Unless HHY agrees otherwise in writing, all approved returns must be shipped freight prepaid by the customer.
- Material must be received within 30 days after the RA is issued to be eligible for credit processing.

Approved credits will be processed after returned material has been received, inspected, and accepted. Processing time may vary depending upon manufacturer approval and other applicable requirements.

Warranty Requests

HHY will assist with warranty requests for products purchased from HHY. To help evaluate a request, customers should provide the information listed under Submit a Request, including applicable product model and serial numbers, photographs, videos, and supporting documentation.

Warranty coverage is provided only under the applicable manufacturer's warranty and is subject to that manufacturer's terms, conditions, inspection, and approval process. HHY's



review or assistance with a warranty request does not constitute an independent warranty, admission of liability, or guarantee that the manufacturer will approve the claim.

Warranty requests may require additional documentation, troubleshooting information, site information, product inspection, or the return of the part or equipment for evaluation. Do not dispose of, alter, repair, or return a claimed item unless instructed to do so by HHY or the manufacturer.

Shipping Damage, Loss, and Shortages

Because shipments are generally made F.O.B. factory or point of shipment, the customer is responsible for filing claims with the carrier for freight damage, loss, or shortage occurring in transit. Upon request, HHY will reasonably assist with available shipping documentation.

At delivery

Before signing the delivery receipt:

- Inspect the shipment for visible damage, missing pieces, or other exceptions.
- Note all damage or shortages clearly on the delivery receipt.
- Have both the driver and receiver sign and date the noted exceptions.
- Take clear photos of the damaged product, packaging, shipping label, packing slip, and delivery receipt.

Visible shipping damage, shortages, incorrect material, or other discrepancies reasonably discoverable upon delivery must be reported to HHY in writing within five (5) business days after receipt.

If you accept a shipment with possible damage, write **“Subject to Inspection”** on the delivery receipt and document all visible concerns. The receiver is responsible for filing the carrier claim.

If you refuse a visibly damaged shipment, it will be returned to the shipper. The shipper is responsible for filing the carrier claim.

Concealed damage

If damage is discovered after delivery:

- Keep all packaging, shipping documents, and damaged material available for inspection.



- Photograph the packaging, damage, shipping label, packing slip, and delivery receipt.
- Notify HHY promptly and file the required claim with the carrier.

HHY cannot process freight-damage claims for orders billed and shipped under third-party logistics or collect-freight terms. However, HHY may reasonably assist by providing available documents upon request.

Shortages and Nonconforming Material

Please report shortages, incorrect material, or other nonconformity promptly after receipt. Written notice must be provided within 5 days after the issue is discovered or reasonably should have been discovered. Claims for factory shortages will not be considered if reported more than 5 days post receipt.

Important terms

- This policy does not change, waive, or expand HHY's Terms & Conditions.
- Returns require HHY's prior written approval.
- Warranty coverage is subject to the manufacturer's warranty and the applicable manufacturer's approval.
- HHY's Terms & Conditions govern liability, remedies, shipping risk, payment obligations, disputes, and all other matters related to goods and services supplied by HHY.

For assistance or questions regarding a return, shipping claim, or warranty request, please contact returns@hoffmanhydronics.com.