

# ATWOOD RETURN GOODS PROGRAM

**WARRANTY RETURNS** - The Warranty Program, Must Return Parts List and approved Flat Rate Schedule; provide the framework for Warranty Returns.

**NON- DEFECTIVE RETURNS** - A restocking fee of 20% will be charged for handling overstock returns or standard stock items ordered incorrectly by the customer. The product must be received in resalable condition. Product that has been specifically designed at the customer's request is non-returnable. Obsolete or out-dated product will not be accepted for credit.

**DEFECTIVE RETURNS** - Within 30 days of sale, defective returns are to be shipped back to the respective manufacturing facility for Problem Cause Analysis (PCA), unless otherwise advised.

**ALL WARRANTY RETURNS** - If the PCA determines Atwood is responsible, full credit or replacement parts will be issued. If the PCA determines the customer is responsible, partial or no credit will be issued at Atwood's discretion.

**SHIPPING DAMAGE** - Once the product has been accepted at your facility, it is the customer's responsibility to file damage claim with the carrier.

**RETURN PARTS** - Before returning any part to Atwood a Returned Goods Number (RGN) must be obtained by calling Atwood Mobile Product Service Department at 866-869-3118. Provide date of purchase, model and serial number for appliances, and make model and last 8 digits of VIN for hardware, windows and doors.

**SHIPPING** - If the PCA determines Atwood is responsible for the disposition of a defective and/or warranted part, reasonable shipping charges are reimbursed. All products not shipped via Atwood trucks should be shipped prepaid via UPS Ground when able (unless negotiated at the time the RGN is given). **No collect shipments will be accepted.**

**PACKAGING** - The RGN must be identified on each container and all packing information. Product returned must be packaged to prevent shipping damage. Full credit will not be issued on product sent back in an open skid or improperly packaged. Additional product boxes are available upon request when applicable. Warranty Claims must be submitted to the correct division.

**MUST RETURN PARTS LIST** - Atwood requires the defective part to be returned with the warranty claims form. Failure to accompany your claim with the part will result in the non-shipment of a replacement part, or the non-processing of the appropriate credit until the part is received by Atwood.

Before returning the part, an RGN (Returned Goods Number) must be obtained by calling the Atwood Service Department at 866-869-3118. This RGN is required for all products. Without this RGN appearing on the outside of the shipping carton, the shipment will be refused at our Receiving Department.

**RETURN CREDIT** - Credit will be issued 30 days after product is returned or RGA is dispositioned.

## **PARTS MUST BE RETURNED TO THE CORRECT DIVISION**

### **Jacks, Couplers, 5th Wheel, Leveling, Braking Systems & Seating Products**

Atwood Mobile Products  
57912 Charlotte Avenue  
Elkhart IN 46517

### **Water Heaters, Ranges, Ovens, Slide-ins & Drop-Ins**

Atwood Mobile Products  
6320 Kelly Willis Road  
Greenbrier TN 37073

### **Furnace, LP & CO Detectors & Distribution Panels**

Atwood Mobile Products  
Salt Lake City Operations  
1874 South Pioneer Road  
Salt Lake City UT 84104

### **Creation Brand Mfg. Housing Windows, Doors & RV Doors**

Atwood Mobile Products  
2701 Ada Drive  
Elkhart IN 46514

### **Glass**

Spec-Temp  
5406 U.S 24  
Antwerp OH 45813

## **MUST RETURN PARTS LIST**

### **Hardware**

All Parts

### **Water Heater**

Circuit boards  
Complete water heaters  
Electric thermostats  
Gas solenoid valves  
Mixing valves  
Gas thermostat valves  
Heating elements  
Inner tanks  
Pilot assemblies  
Pressure temperature relief valves  
Spark probe assemblies  
Thermal cut-offs

### **Range, Oven, Slide-In & Drop-In (cooktops)**

12 volt ignition module  
Burners with ignition  
Rotary piezo  
Burner valves  
Complete ranges (by approval only)  
Oven thermostats  
Thermocouplers  
Pilot assemblies  
Regulators

### **Furnace, Detectors & Distribution Panels**

All parts

### **Seating Products & RV Doors**

All parts

## **FOR EFFICIENT PROCESSING OF CLAIM**

1. **CALL** for RGN # 866-869-3118
2. **COMPLETE** Warranty Service Report form.
3. Clearly **MARK THE PART** with the RGN #.
4. **PACKAGE** defective part, **INCLUDE** the Warranty Service Report.
5. Clearly **MARK THE OUTSIDE OF THE PACKAGE** with the RGN #.
6. **SEND THE PART TO THE CORRECT DIVISION** of Atwood Mobile Products LLC.



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