

July 1, 2019

Bosch Thermotechnology Corp.
50 Wentworth Avenue
Londonderry, NH 03053
Tel: 603-552-1100
Fax: 603-584-1581
www.boschthermotechnology.com

2019 Bosch Returns: Restocking Fees

Dear Valued Customer,

Effective July 1, 2019 our restocking fees on New and Unused Overstock returns will change from 25% of an item's sale price with a minimum \$25.00 charge per item, to a **25% restocking fee with a minimum \$100.00 charge per claim.**

As a reminder, our customers can file new and unused claims online through www.BoschProHVAC.com. Direct email submission is still an option, however we highly encourage claims be submitted through the website portal. This ensures timely and accurate claim processing, as well as up to date claim status and dashboard monitoring tools.

Customers who wish to file a new and unused return claim via email can do so by reaching out to warranty_returns@us.bosch.com.

For your convenience, we have attached our current new and unused returns policies and procedures. If you have any questions, please feel free to contact your local Bosch Representative, or the Warranty and Returns department at warranty_returns@us.bosch.com. Thank you again for choosing Bosch Thermotechnology Corp.

Yours Sincerely,

Christie Stack
Warranty and Returns Supervisor

For reference, here is the verbiage from our Returns policies:

New and Unused Overstock Returns*:

Customers will have thirty (30) days from the invoice date to request a Returns Material Authorization (RMA) and sixty (60) days from the date of the RMA to physically return merchandise to the warehouse as specified by Bosch Thermotechnology Corp. for new and unused products. To receive a Return Material Authorization (RMA), please file a claim online at www.BoschProHVAC.com or reach out directly to warranty_returns@us.bosch.com.

- All merchandise being returned to stock must be accompanied by a written RMA issued by Bosch Thermotechnology Corp. and must be in good, re-sellable condition.
- All merchandise shall be shipped to the specified Bosch Thermotechnology Corp. warehouse stated on the RMA, freight prepaid by the Buyer.
- The following items cannot be returned as a restock return:
 - Special order items, including custom made, non-stocked inventory (special order is determined by Bosch)
 - Water Source Heat Pump (WSHP) Equipment Manufactured by FHP
 - Damaged parts of any kind
 - Thermostats not in the original unopened box
 - Electric heater inserts
 - Obsolete products

Once you receive an RMA from Bosch Thermotechnology Corp., you may return goods to:

US Customers:
Bosch Thermotechnology Corp.
ATTN: Returns Department
50 Wentworth Ave.
Londonderry, NH 03053

Canadian Customers:
Dave Vallieres & Associates
ATTN: Returns Department
97 Columbus
Point-Clair, Quebec H9R 4K3

Please Note: Bosch Thermotechnology Corp. reserves the right to change, modify or discontinue the program at anytime.

*Restocking fees are 25% of an item's invoiced price with a minimum \$100.00 charge per claim.