

RETURN POLICY (WARRANTY AND NON-WARRANTY)



ALL RETURNS REQUIRE A RETURN MATERIAL AUTHORIZATION (RMA) AND SERIAL NUMBER MUST BE PROVIDED.

WARRANTY: After problem has been diagnosed by Customer Service Team (CST), a replacement part will be sent to customer at no charge. On rare occasions the CST will request that the defective part be returned to factory. An RMA and a shipping Label will then be included along with the new replacement part

NON-WARRANTY RETURN: Returns will not be accepted without a RMA. If a return is necessary due to ordering the incorrect model or voltage, the dryer may be returned under the following conditions:

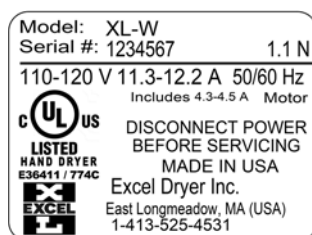
- Dryer must be new, uninstalled and in original shipping carton, and less than 1 year from date of shipment from the manufacturer's factory. **SERIAL NUMBER MUST BE PROVIDED AND THE RMA NUMBER PROVIDED BY EXCEL DRYER MUST BE REFERENCED ON THE RETURN PACKAGE.**
- Customer is responsible for the return postage/freight and restocking charges of 20% will be assessed. After factory inspection, a Credit on account will be issued. Customer **MAY NOT** take a debit against payment until an Excel Dryer Credit is issued. If a credit is not used within one-year from date of issuance, the customer may request payback by check.

FOR ALL SERVICE SUPPORT AND WARRANTY INFORMATION CONTACT:

Excel Dryer Customer Service & Troubleshooting Department between 8:30 am – 5:00 pm EST
Monday - Friday 413-525-4531 Toll free 800-255-9235 or e-mail support@exceldryer.com

REQUIRED INFORMATION

DRYER SERIAL NUMBER MUST BE PROVIDED - Located on lower left bottom side of dryer cover as well as on the inside of dryer (as pictured on the sample label below).



If possible be at the Dryer location to provide information from the Service LED Light that may be flashing a **trouble code**. This LED light is in the sensor at the bottom of the dryer and visible from the outside of cover

DO NOT REMOVE DRYER FROM POWER OR REMOVE FROM WALL BEFORE SPEAKING WITH A CUSTOMER SERVICE REPRESENTATIVE. Most problems can be resolved with easy to install modular parts



TIME TO THROW IN THE TOWEL®

EXCEL DRYER INC • 1.800.255.9235 • EXCELDRYER.COM

JAN
2023

20EXS0964