

## WARRANTY PRODUCT RETURN/DISPOSAL FORM

(Form requires an RGA Number to return/dispose product and receive credit)  
(Non Warranty RGA requests require to be submitted to [Orders@navien.com](mailto:Orders@navien.com) for return and credit)

**\*\*This form must be completed & emailed to the returns department for your unit(s) and/or part(s). Please type or write legibly, COMPLETE THE FORM TO ITS ENTIRETY and email returning products to [return.ca@navien.com](mailto:return.ca@navien.com) and disposed products to [disposal@navien.com](mailto:disposal@navien.com) OR fax to (877) 841-8283.**

**If you need help filling out the form please call returns at (800) 519-8794, Option 5**

Today's Date :

<b>Returns Only</b>	Submit to <a href="mailto:return.ca@navien.com">return.ca@navien.com</a>
Navien will provide a prepaid return label. Fill out the following information:	
Do you need Navien to schedule pickup?	<input type="radio"/> Y or <input type="radio"/> N
Date Package will be ready for pickup:	
Package Type:	<input type="radio"/> Box or <input type="radio"/> Pallet
*More than 2 units must be on a pallet	

<b>Disposals Only</b>	Submit to <a href="mailto:disposal@navien.com">disposal@navien.com</a>
Authorized wholesalers will dispose the product after peeling off the serial number sticker from the exterior, right side of the unit's cabinet. Adhere the sticker below:	

WHOLESALE INFORMATION (CREDIT ISSUED TO WHOLESALE WHO ISSUED REPLACEMENT UNIT (SN))	
Company	
Address	
City	
Province	
Postal Code	
Contact Person	
Phone	
Email	

(We will email a copy of the credit invoice to your Accounts Payable email that's on file)

PICK UP ADDRESS (Enter ONLY if different than wholesaler)	
Company	
Address	
City	
Province	
Postal Code	
Contact Person	
Phone	
Email	

**RGA#**

**\*\*AN RGA NUMBER AND SERIAL NUMBER IS MANDATORY\*\***  
Please contact the Technical Support Department at (800) 519-8794 option 2 to obtain a RGA number prior to return or disposal. Any return w/o an authorized RGA will be returned to the customer.

### Return Unit Information

OLD unit information(Defective)	
Unit Model	
Serial Number	
Debit Memo #	
NEW unit information(Replacement)	
Replacement Model	
Replacement Serial Number	
<b>** Navien is not responsible for the increased price difference on upgrade replacement products.</b>	

**REQUIREMENTS - PLEASE READ:** A credit will only be issued for unit (s) and/or part(s) that have been purchased from Navien, if found to not be sold by Navien, request will be denied. Ensure that products are approved to be returned/disposed by checking the RGA Warranty Form. Only products with 'Return to wholesaler' checked off on the RGA Warranty Form are approved for wholesaler return or disposal.

**ALL UNIT RETURNS MUST BE DRAINED PRIOR TO SHIPMENT - NO WATER IN UNIT DURING TRANSIT.**

Units/Parts returned improper packaging will be subject to return to customer 'collect'

Units returned w/o serial number labels no identification will be subject to return on customer shipping account or sent back 'collect'

Units returned w/ internal parts missing, major components will not receive credit

Units returned w/o correct RGA or unapproved RGA number will not receive Credit, unit will be sent back to customer 'collect'

### Return Parts Information

Parts No.	Parts Name	Quantity

**Note: To Return Parts you must use the prepaid FedEx Return label provided when the Warranty Part was provided by Navien. Shipping is NOT reimbursed for any returns not prepared by Navien Inc.**