

Return Guidelines & Warranty Conditions

Return Guidelines

1. All returned merchandise must be unused and returned in the same new condition in which it was originally received, with all accompanying original packaging. Any items returned used, damaged in any way or with missing components will not be refunded. Return merchandise must be shipped freight prepaid.
2. All returns must be authorized by the Lanair Customer Service Department. Unauthorized returns will NOT be accepted or refunded, and may be refused when received.
3. Authorized returns for merchandise in original boxes and in new condition are subject to a 20% restocking charge. No returns are accepted on custom or special order items. Electrical components may be subject to inspection.
4. All returns must be made within thirty (30) days after the date of the shipment for orders within the United States. For foreign orders, the return must be made within sixty (60) days of the initial shipment.
5. All authorized returns will be fully refunded less restocking fees, shipping and handling charges.
6. To obtain an authorization number, please call Technical Phone Support at 1-888-370-6531, or email us at service@lanair.com.
7. All authorized returns must have the authorization number marked on the outside of the package and returned to the following address:

**Lanair Products LLC
Returns Department
4109 Capital Circle Drive
Janesville, WI 53546**

Warranty Conditions

Lanair Products LLC (Manufacturer) warrants to the original purchaser of this used oil heater, that it will repair or replace at Lanair Products LLC's option, any part which is in normal use proves to be defective in material or workmanship within a period of one year from the date of purchase, provided same is returned (transportation pre-paid) F.O.B. Janesville Wisconsin, for Lanair Products LLC's inspection and warranty determination. Normal wear and tear items are not covered. Lanair Products does not warrant paint finish. The warranty does not cover labor charges involved with part replacement or service unless preauthorized in writing. Lanair Products LLC may also require photographs of the heater installation for warranty determination.