



# Return Policy

## Shipping details

- Vendors will NOT ship to P.O. boxes. If customers provide a P.O. box to ship to, the package will be returned.
- Purchases are shipped 24–48 hours after the order is placed on the portal. Most packages arrive five to seven days after they are shipped.

## Cancellation policy

- Orders cannot be canceled after they've been placed. Orders are processed too quickly on the vendor side to stop the order in time.
- Customers can reject the order when delivered, or return it to the shipper location (FedEx, UPS, USPS) and deny the product to have it sent back.

## Lost or stolen items

- Vendors will NOT replace lost or stolen items.
- Program and fulfillment vendors are not responsible for packages that are lost or stolen if our records indicate that the package was delivered to the correct address listed on the order. If your package is lost or stolen, please contact your mail carrier service for additional assistance.

## Return policy

- The return period is within 60 days of product receipt (per shipper data).
- The vendor will process the refund once they have received the returned product, the purchase is verified and the documentation is processed.
- **Google Nest** products can only be returned if the product is faulty. They will not provide a refund for any other reason, even if the package is unopened.
- **ecobee** products do not include shipping costs (shipping labels) in their return services. Customers will need to pay for return shipping in all cases.

## Acceptable reasons for return:

Listed below are the acceptable reasons a customer may return an item and the terms that must be followed to receive a refund or a new product.

- **Incorrect item shipped**

- The supplier will provide a shipping label.
- Product returned must be in the original unopened packaging.

- **Item damaged in shipping**

- The supplier will provide a shipping label.
- Product returned must be in the original unopened packaging.

- **Defective product**

- Customer must call the manufacturer first.
- Defective products must be reported within 60 days of receipt of the product to be eligible for a return.
- The supplier will provide a shipping label.

- **Manufacturer warranty**

- The customer must report the manufacturer's warranty within three business days of the end of the warranty period.
- If a return is needed, the supplier will provide the customer with the return label.
- Note: The replacement product may be new or like-new refurbished.

### Customer returns with limitations

- Change of mind **OR** not HVAC compatible.
  - Customers wanting to return items due to one of these reasons must take responsibility for the return shipping.
- Product returned must be in the original unopened packaging.
- Note: The customer is responsible for shipping label management.