

Warranty Procedures

1. All items sold by Packard, Inc. are warranted against defects in workmanship or materials under normal use for a period of one (1) year. Products are covered for up to a maximum of two (2) years from the manufacturer's date code on the product or one year after installation, whichever comes first.
2. No warranty is made as to the fitness of vendor's products for a purpose. Buyer acknowledges that it alone has determined that the goods purchased will suitably meet the requirements of their intended use. In no event will Packard be liable for consequential, incidental or other damages.
3. For products other than those listed below, please MAIL the original nameplate (label or sticker) for each item. Copies of labels will NOT be accepted. Please do NOT fax or email labels!
4. A reason for failure MUST be provided for each item on the warranty claim.
5. Credits are NOT to be taken by customer until merchandise or original nameplate has been received by Packard, Inc. and credit is issued.
6. Credit will be issued upon verification of purchase history for ORIGINAL labels dated within manufacturing date code requirements.
7. Do not field scrap products until credit has been issued.
8. In the event Packard or the manufacturer requires evaluation of warranty items, Packard will issue a return authorization form. Do not return warranty items unless requested.
9. Please contact Packard Warranty for these products prior to mailing claims:
 - *Danfoss, Embraco, Bristol, LG and SECOP compressors and condensing units require a warranty request form. For form please [click here](#).
 - * ICM controls and Kelvion (formerly FlatPlate and GEA) heat exchangers must be returned to the factory for warranty evaluation, so please call Packard Warranty for return authorization.