



Deco Breeze® FANS – 3 Year Manufacture Warranty
As of 1/01/2014

When GPR ships a **Deco Breeze** OR **Deco Flair** order, the item will include an information sheet that informs the customer to call us (GPR corporate office) if you receive a damaged or defective item(s).

- When the problem with the item is of a warranty nature, such as a damaged/defective item, we will take care of this customer service issue by replacing parts or, in some cases, replacing the complete item. We may request the customer to email us images of the damage/defect.
- If the nature of the consumer's claim is 'customer remorse' or he/she 'just doesn't like the item', the customer must ship the item back at their own expense via a traceable method (UPS, Fedex, Priority Mail with tracking). In addition, the customer will be responsible for a 15% restocking charge. These are all costs our contracted warehouse charges us and that we must pass along to you. We, of course, hope that these charges will discourage your customer from wanting to return a fan that is shipped to them in good condition.

If, the customer cannot ship the item, GPR will issue a call tag for a \$7 charge, plus corresponding freight and the 15% restocking fee.

- If our warehouse has shipped you the wrong item, you will be refunded for the invoice via credit memo, the correct item will be shipped to you, and a new invoice will be issued to you.
- If you have authorized us to use your own shipping account via UPS or FEDEX to ship the customer's item, you will need to notify us of any problem the customer brings to your attention, and then issue the call tag yourself, so we can give you return authorization and notify our warehouse to expect the returned fan. When the item is returned to the warehouse, a credit will be issued to you.

Please call Customer Service at [800-949-4326](tel:800-949-4326) or email cservice@decobreeze.com if you have any questions, and we will happily assist you.

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