

SHIPPING, RETURNS AND EXCHANGES

- IMMEDIATELY INSPECT YOUR HOOD FOR ANY DAMAGE IN SHIPPING
- PLUG IN AND TEST CONTROLS (I.E. LIGHTS, FANS)
- CALL 1 (877) 901-5530 WITHIN 7 DAYS TO REPORT ANY DAMAGE

SHIPPING

GROUND: Most IN STOCK items will ship via FedEx Ground within 1-3 business days from the date the order was placed. Orders placed on Friday after 12:00 noon, will be shipped the following week, excluding Holidays.

FREIGHT: IN STOCK oversized items, or items too heavy for ground shipment will be shipped with our Freight carrier and will be sent out within 5-7 business days from the date the order was placed. Orders placed on Friday after 12:00 noon, will be shipped the following week, excluding Holidays.

Once your freight item has been sent, the carrier will contact you to set up a delivery date and time to your shipping address. Someone must be present and available to sign for the shipment upon delivery. Freight items are delivered curbside or in your driveway, not to your front door.

Shipping Restrictions: Please call for information if your order ships anywhere outside the 48 Continental United States.

IMPORTANT: Please refer to the specific model number you are ordering to see if there are any delays or special circumstances regarding the shipping of that product.

RISK OF LOSS

We cannot be directly responsible for lost or stolen packages. You must contact us immediately if the entire shipment was not received within two (2) full days after the carrier's estimated delivery date. *All requests must be made within 14 days from the date of shipment for any possibility of a claim.*

RETURN SHIPPING

Our warehouse puts substantial effort to prevent shipping damage however, it does occur occasionally. If you receive a shipment with visible damage, do NOT accept the package, have shipper immediately return to sender.

Please be aware that it is the customer's responsibility to inspect packages thoroughly and test all items immediately upon receiving the order. If you discover the product is damaged or not in working order once opened, notify PROLINE support team within 14 days of delivery. Please help us and report damage within 14 days of delivery. We have this policy due to the fact that freight and delivery companies will not honor damage claims made after that time. We are sorry, but we cannot be liable for missing, damaged, incorrect orders or parts after 30 days from date of delivery.

All returns must be approved first and sent back using the same carrier method used on the original shipment. Items returned for a refund, not due to shipping damage, must be received in new and saleable condition, free from scratches, dents or other damage. Do not install the hood or guarantee becomes VOID.

Please see detailed instructions on how to process your specific type of return in "Returns and Exchanges" listed in the "Customer Service" section.

RETURNS AND EXCHANGES

If for any reason you are not satisfied when your vent hood arrives, please contact us immediately, within 14 days of delivery, and you will receive a full refund or exchange upon returning your item. To report any damage or arrange for an exchange or return, please call us within 14 days, toll free at **1-877-901-5530** Monday through Friday from 8:30 to 5:00 MST or send an email to support@prolinerangehoods.com.

Our products are carefully tested, inspected and packaged with the utmost care prior to shipping. Sometimes damage occurs during shipping once it leaves our warehouse in route to you. Please be aware that it is the customers' responsibility to thoroughly inspect the contents of the package(s) and test all items immediately upon receiving the order.

If you discover the product is damaged or not in working order once opened, notify PROLINE support team within 14 days of delivery. Please help us and report damage within 14 days of delivery. We have this policy due to the fact that freight and delivery companies will not honor damage claims made after that time. We are sorry, but we cannot be liable for missing, damaged, incorrect orders or parts after 30 days from date of delivery.

Remember....

- * Immediately inspect your range hood upon delivery. It is important to unpack and inspect the item once it arrives to assess any possible damage due to shipping.
- * It is your responsibility to test the range hood by plugging it in and testing to insure all functions, blower and light features are in working order.
- * Please keep all packaging and boxes.
- * **DO NOT INSTALL** the hood or guarantee becomes **VOID**.

Please follow the procedure listed below to ensure an easy exchange or refund.

RETURNS

Your return product must be received by PROLINE in new condition, packed in the original box with Styrofoam panels including all parts, accessories and hardware. Range Hood cannot be installed.

It is the responsibility of the customer to make sure the returned product is available for pickup by the carrier once a return is approved, in the original delivery location, safe and protected from the weather. If the carrier has not picked up the package after 3 attempts, then all return shipping arrangements and charges are to be paid by the customer.

*In the event that the customer is unwilling or unable to return the item within 30 days from the original delivery date by the carrier, any return or refund will be denied. We are not liable for missing, damaged, incorrect orders or parts after 30 days from date of delivery.

See return policy stating "Within 14 days" and "After 14 days".

DAMAGED RETURN within 14 days for a full refund or replacement

A damaged hood **MUST** be reported directly to Proline Range Hoods within 14 days, **NO exceptions!** Damaged items will not be accepted after 14 days. We have this policy due to the fact that freight and delivery companies will not honor damage claims made after that time. Please keep all packaging and boxes.

GROUND RETURNS: If PROLINE is notified within 14 days of delivery, we will pay for the return ground shipping. For undamaged returns, we are required to email you the return shipping label, and you are responsible for scheduling a pick up with FedEx (You can reach FedEx at 1-800-463-3339), or dropping your range hood off at your local FedEx location.

FREIGHT RETURNS: The customer will be responsible for the return shipping cost on items shipped with a freight carrier and package MUST be INSURED. An item is shipped via freight when the item is too large or too heavy to be shipped by ground. If your product was shipped to you as freight, it must be returned as freight.

- 1) You must report the damage directly to PROLINE via email to support@prolinerangehoods.com or call 1-877-901-5530 within 14 days for item replacement or to receive a full refund.
- 2) You will be asked to take a clear picture of the damage and send the photos via email to support@prolinerangehoods.com. Include the order number and describe the damage. This is required before we can approve the damage claim.
- 3) Repackage the product in the original shipping box with Styrofoam panels, including all parts, accessories and hardware.
- 4) Once your claim is approved, we will arrange for a damage pickup by the carrier method used on the original shipment, either GROUND or FREIGHT. Customer must make the product available for pick up. The item must be picked up no later than 14 days after delivery, otherwise customer is deemed to have accepted the shipment.
- 5) When your damaged hood has been received and inspected by PROLINE, a new replacement hood will be sent out to you.

If you choose, you will be credited with a full refund that is issued in the same manner payment was made. For payments made with PayPal or a Credit Card, credit will be issued directly to that account. If a check must be issued, please allow 4 to 6 weeks for processing from the date the returned item was accepted.

UNDAMAGED RETURN within 14 days for a full refund

Items returned for a full refund must be received in perfect condition, free from scratches, dents or any other damage. Range Hood cannot be installed. Please keep all packaging and boxes.

GROUND RETURNS: If PROLINE is notified within 14 days of delivery, we will pay for the return ground shipping. For undamaged returns, we are required to email you the return shipping label, and you are responsible for scheduling a pick up with FedEx (You can reach FedEx at 1-800-463-3339), or dropping your range hood off at your local FedEx location.

FREIGHT: If PROLINE is notified within 14 days of delivery, it is the responsibility of the buyer to pay for the return freight and customer MUST insure the item.

- 1) Contact Proline Range Hoods stating your intent and reason for wanting to return your range hood via email, at support@prolinerangehoods.com or call **1-877-901-5530** within 14 days of delivery.
- 2) Repackage the product in new condition, uninstalled, in the original shipping box with Styrofoam panels, including all parts, accessories and hardware.
- 3) Once your request is approved, we will arrange for a pickup by the carrier method used on the original shipment, either by GROUND or FREIGHT. Customer must make the product available for pick up. The item must be picked up no later than 14 days after delivery, otherwise customer is deemed to have accepted the shipment.
- 4) Upon receiving and inspecting your original range hood at PROLINE, a credit will be issued to the same account and in the same manner payment was made. For payments made with PayPal or a Credit Card, credit will be issued directly to that account. If a check must be issued, please allow 4-6 weeks for processing from the date the returned item was accepted.

UNDAMAGED RETURN between 14 to 30 days

GROUND AND FREIGHT:

After 14 days and up to 30 days from date of original delivery, an undamaged return is still available with a restocking fee of 20% paid by the customer. Damaged items will not be accepted after 14 days. Customer will pay for the return shipping and MUST insure the item. Items returned for a refund must be received in perfect condition, free from scratches, dents or any other damage. Product must be returned uninstalled, in new condition, packed in the original box with Styrofoam panels including all parts, accessories and hardware.

- 1) Contact Proline Range Hoods stating your intent and reason for your return by email, at support@prolinerangehoods.com or call 1-877-901-5530.
- 2) You will pay a 20% restocking fee that will be deducted from your refund.
- 3) You are responsible for, and will pay all return shipping costs. The customer MUST insure the package. It is your responsibility to file the claim in the event of any damage incurred during return shipping. We are required to email you the return-shipping label, and you are responsible for scheduling a pick up with FedEx (You can reach FedEx at 1-800-463-3339), or dropping your range hood off at your local FedEx location.
- 4) Once the shipment has arrived at Proline and is inspected to be free of damage, Proline Range Hoods will issue your credit, minus the 20% restocking fee and delivery shipping charges, in the same manner payment was made. For payments made with PayPal or a Credit Card, credit will be issued directly to that account. If a check must be issued, please allow 4-6 weeks for processing from the date the returned item was accepted.

When returning a shipment, it is the responsibility of the customer to make sure the returned product is available for pickup by the carrier, in the original delivery location, safe and protected from the weather. In the event that the customer is unwilling or unable to return the item within 30 days from the original delivery date by the carrier, any return or refund will be at the sole discretion of Proline Range Hoods and will be on a case-by-case basis.

Return claims WILL NOT be accepted if any of the following applies:

- * The hood has been installed.
- * The hood has been custom cut or otherwise altered.
- * A damaged hood was NOT reported within 14 days of delivery.
- * The product was NOT returned in the original packaging with Styrofoam panels, and any parts, accessories or hardware, are missing.
- * The returned package was NOT INSURED by the customer when required to do so.
- * The returned item was not picked up within 30 days of delivery. Please see our return policy stating "Within 14 days" and "After 14 days".

EXCHANGES

Items returned for an exchange must be approved and received in perfect condition, free from scratches, dents or any other damage. Range Hood cannot be installed. Please keep all packaging and boxes.

It is the responsibility of the customer to make sure the returned product is available for pickup by the carrier in the original delivery location, safe and protected from the weather. If the carrier has not picked up the package after 3 attempts, then all return shipping arrangements and charges are to be paid by the customer. Please see our return policy stating "Within 14 days" and "After 14 days".

In the event that the customer is unwilling or unable to return the item within 30 days from the original delivery date by the carrier, customer is deemed to have accepted the purchase and any return or refund will be denied. We are not liable for missing, damaged, incorrect orders or parts after 30 days from date of delivery.

EXCHANGE REQUEST within 14 days.

GROUND EXCHANGE: If PROLINE is notified within 14 days of delivery, we will pay for the return ground shipping.

FREIGHT EXCHANGE: The customer will be responsible for the return shipping cost on items shipped with a freight carrier. An item is shipped via freight when the item is too large or too heavy to be shipped by ground. If your product was shipped to you as freight, it must be returned as freight.

- 1) Request an exchange within 14 days of delivery by email at support@prolinerangehoods.com or call 1-877-901-5530.
- 2) Notify Proline Range Hoods of the reason for the exchange.
- 3) When we approve the exchange, we will arrange for the return shipping of your hood. The item must be picked up no later than 14 days after delivery, otherwise customer is deemed to have accepted the shipment.
- 4) Package the product in new condition, uninstalled, in the original shipping box with Styrofoam panels, including all parts, accessories and hardware.
- 5) Once we receive and inspect your original range hood, the replacement hood will be shipped out to you.

EXCHANGE REQUEST AFTER 14 DAYS up to 30 DAYS

GROUND OR FREIGHT:

Customer is responsible for delivery shipping costs and return shipping costs that have been incurred with their order. Customer MUST INSURE the package. It is your responsibility to file the claim in the event of any damage incurred during return shipping. For Range Hoods 42" and larger, purchaser will also be responsible for the cost of shipping the new exchanged item. Damaged items cannot be returned or exchanged after 14 days from delivery.

- 1) Request your exchange by email to support@prolinerangehoods.com or call toll free at 1-877-901-5530.
- 2) Notify Proline Range Hoods of the reason for the exchange.
- 3) Once we approve the exchange, repackage the product in new condition, uninstalled, in the original shipping box with Styrofoam panels, including all parts, accessories and hardware. You MUST insure the package. The item must be picked up no later than 14 days after delivery, otherwise customer is deemed to have accepted the hood shipment and any exchange or return will be denied.
- 5) Once we receive and inspect your original Range Hood, the replacement hood will be shipped out to you. For Range Hoods 42" or larger, the cost of shipping the new exchanged hood will be the responsibility of the customer.

PLEASE NOTE

We will only allow ONE undamaged exchange per original purchase. The replacement hood must be of equal or lesser value. If the value of your replacement hood is higher than the original purchase, you will be responsible for paying the difference in price. If the value of replacement hood is lower, a refund will be credited to you. DO NOT install the Range Hood!

REFUNDS

Please follow the specific instructions for your refund found above under RETURNS.

Items returned for a refund must be received in perfect condition, free from scratches, dents or any other damage. In order to receive a full refund you must notify Proline Range Hoods within 14 days of delivery of your item. After 14 days and before 30 days, your refund will reflect the 20% restocking fee charge, and you will be responsible for the delivery shipping costs and return shipping costs incurred, as well as insuring the package.

NO REFUND on installed hoods, custom cut hoods or custom cut chimneys.

NO REFUND if a damaged hood IS NOT reported within 14 days of delivery.

NO REFUND if the product IS NOT returned in the original packaging with Styrofoam panels, and any parts, accessories or hardware, are missing.

NO REFUND after 30 days on any item.

It is the responsibility of the customer to make sure the returned product is available for pickup by the carrier in the original delivery location, protected from the weather and is safe. If the carrier has not picked up the package after 3 attempts, then all return shipping arrangements and charges are to be paid by the customer.

In the event that the customer is unwilling or unable to return the item within 30 days from the original delivery date by the carrier, customer is deemed to have accepted the purchase and any return or refund will be denied. We are not liable for missing, damaged, incorrect orders or parts after 30 days from date of delivery.