

# ENGINEERED SPECIALTIES, LLC

**Use this form for general returns.**

**If you have a warranty claim or mis-shipped items, please email [info@rapidairproducts.com](mailto:info@rapidairproducts.com) and include the item number and your sale number and we will get back to you promptly.**

Include a copy of your original sales receipt or pack list in the shipment. If we don't have a copy of this, it will delay a credit. Make notes on the sales receipt/pack list of what items you are returning—a number next to the line item works great.

**Name of Account order placed under:** \_\_\_\_\_

**DATE** \_\_\_\_\_ **PHONE** \_\_\_\_\_ **EMAIL** \_\_\_\_\_

You are responsible to ship your return items back to us. We advise using a carrier with reliable tracking and insurance, since we can issue credit only if we receive the package undamaged.

Box up your items, include this return form filled out and ship them back to us. We will take care of the rest.

Engineered Specialties LLC  
ATTN: RETURNS  
6111 Mill Creek Drive  
Auburndale, WI 54412  
800-954-3310

Package items in their original packaging, or as close to it as you can. If items become nicked or scratched due to insufficient packing material or bagging, we cannot resell them. Therefore, we will not be able to offer credit for items that arrive back in less than great condition.

-STANDARD RETURNS HAVE A 20% RESTOCK FEE

-RETURNS MUST BE RECEIVED WITHIN 60 DAYS OF ORIGINAL PURCHASE DATE

Items not eligible for return are:

- Fastpipe Rigid Aluminum Pipe
- Rapidair or Maxline or Duratec coiled tubing
- parts leftover from a "kit"
- Installation tools such as tool kits, wrenches, straightening or bending tools, deburr tools, pipe sealant
- Custom ordered components or drop shipped items from the manufacturer

After we receive your shipment we will email you your credit memo within 10 days. Return credit will be credited back to the same credit card used on the sale of the returned goods. If the sale was not done with credit card, the credit may be applied to your account.

Returns are subject to our Terms of Sale, located on our website at [www.rapidairproducts.com](http://www.rapidairproducts.com)

