

# American Standard Residential DSO Dealer Equipment

BUILT TO A HIGHER STANDARD®  
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HEATING & AIR CONDITIONING

## Order & Return Policies

Dealer Order Management (DOM)  
(800) 228-7263

# Order & Return Policies

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# Order Changes & Cancellations

Contact Dealer Order Management (DOM) or Inside Sales Specialists (ISS) to ask about making changes to or cancelling an order. Restrictions may apply to any change request as defined below.

## **Residential and Light Commercial Stock Models**

Model changes and cancellation to residential or light commercial stock equipment can be completed at any time, prior to the order being picked for shipment, at no charge to the Dealer. The return policy will be applied for any orders that have been picked for shipment.

## **Built to Order Light Commercial**

Model changes and cancellation to factory direct requests for Built to Order Light Commercial units (including but not limited to configured 3-10 ton Precedent) will incur a 50% fee if equipment has entered or completed production.

# Order Policy

## Shipping & Delivery

Each Dealer account has an assigned primary warehouse and a cluster of warehouses that are close by. If a Dealer requests equipment to be shipped from outside their cluster, they agree to accept deliveries regardless of condition. Non-factory orders that are more than 500 miles away from location will be subject to approval from the receiving and shipping Customer Support Leader (CSL) or Inside Sales (ISS) team lead or Dealer Order Management (DOM) team lead. These shipments will not be eligible for a damage claim or returned as damaged.



### Standard Delivery

For in stock orders placed against a Dealer's primary warehouse, the order should arrive within 1-2 business days. Equipment being delivered outside of the primary warehouse, will not be guaranteed for next day delivery.



### Factory Direct

Shipments made from a distribution center or Factory and are on hand, have a standard 5-day shipping plus transit time to the Dealer. If Item is not on hand, it is subject to current lead times.



### Special Delivery Requests

Requests including flatbed, specific delivery time, and palletizing units must be made at the time of order entry. Special delivery requests may result in delayed delivery. Any delivery requirements made after shipment will be subject to re-consignment charges.

## Open Orders/ Will Call Orders

Once all order items are available, Dealers have 14 days to pick-up or accept delivery of equipment. After 14 days, the order will be cancelled. If additional time is needed, reach out to DOM to extend order date.



# American Standard Residential DSO Dealer Equipment Return Policy

## Order Return and Credits



### Within 60 Days

Damaged returns that are requested more than 60 days after the original invoice date will not be accepted.



### Within 90 Days

We will honor good stock returns requested within 90 days of original invoice date with no restocking fees.



### 91-180 days

Good stock returns requested between 91-180 days of original invoice date are subject but not limited to a restocking fee of 10%.



### 181 days+

Good stock returns that are requested more than 180 days after the original invoice date will not be accepted.

### Total exceeding \$10,000+

Return requests for equipment with a total exceeding \$10,000 will require special approval.





# Return Policy

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## Return Steps by Type

**Follow the steps below, for your situation, to return equipment:**



### Visible Damage

-  Accept the equipment (do not refuse it) and notate model, serial number, and description of damage on the Proof of Delivery.
-  Call Dealer Order Management (DOM) at **(800) 228-7263** to issue a return and replacement order.

### Concealed Damage

-  Call Dealer Order Management (DOM) at **(800) 228-7263** with a description of the damage and the serial number, as soon as possible, to issue return material authorization (RMA), replacement order, and freight claim.

### Good Stock Return

-  Call Dealer Order Management (DOM) at **(800) 228-7263** to issue a return for equipment that is in good condition. *(FREIGHT CHARGES MAY APPLY)*
-  Returns are subject to a 15% restock fee for any equipment not returned in the original box (without markings, tears, holes, etc.)



# Return Policy

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## Return Steps by Type

**Follow the steps below, for your situation, to return equipment:**



### Installed Equipment

-  Dealer Order Management (DOM) cannot return equipment once it has been installed.
-  If the unit is not working properly, please contact your local Field Service Representative (FSR), preferably while still on site with the unit if possible.

### Factory Direct Equipment

-  Equipment ordered directly from the factory may not be returnable. Those that are authorized for return will be charged a 50% restock fee.

### As-Is & Obsolete Equipment

-  Eligible for fully registered warranty terms
-  Equipment is non-returnable, and concessions will not be given for the damages that the equipment already has when Dealer receives it.



# Invoice Credits & Corrections

If order needs to be changed after it has been invoiced, please send request to [QFMBox.StLouisCCE@trane.com](mailto:QFMBox.StLouisCCE@trane.com) to process credit and rebill.

- **Request must be made within 180 days of original Invoice date.**
- **For requests to apply promo pricing, please include:**
  - order or invoice #*
  - full model #*
  - model qty*
  - promo code*
  - model specific pricing on the promo*
- **For requests to change PO, include:**
  - order or invoice #*
  - new PO*
- **For requests to change Credit terms, include:**
  - order or invoice #*
  - new credit terms*



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## Regional Dealer Order Management Contact Information

Area	Team Email
American Standard Georgia	<a href="mailto:amstnd_dom@trane.com">amstnd_dom@trane.com</a>
American Standard Florida	<a href="mailto:amstnd_dom@trane.com">amstnd_dom@trane.com</a>

