

Return Material Authorization (RMA)



How to set up a good stock RMA:



Good stock returns are new and unused equipment still in the box. Email DCSMBBox.StLouisCCE@trane.com or call 1-800-228-7263 and provide the following information:

- Sales order number or PO
- Contact name and phone number
- Account number
- Model number to be returned
- Warehouse to pick up or customer return
- If warehouse to pickup, provide address



Once the return is set up, you will receive an RMA # for reference and an acknowledgment emailed to you.



Guidelines for good stock returns:

- 1-90 days: no restock
- 91-180 days: 10% restock fee
- Missing or damaged packaging: 15% restock fee

Return Material Authorization (R M A)



How to set up a damage R M A :



Damage returns must be returned within 60 days. Email QFMBox.StLouisCCE@trane.com or call 1-800-228-7263 and provide the following information:

- Sales order number or PO
- Contact name and phone number
- Account number
- Model number to be returned
- Description of damage (photos may be requested)
- Warehouse to pick up or customer return
- If warehouse to pickup, provide address



Once the return is set up, you will receive an RMA # for reference and an acknowledgment emailed to you.