

1 YEAR LIMITED WARRANTY

If any PerfectAire, Air Conditioner or Humidifier or De-Humidifier fails due to manufacturing defect within 1 year from purchase date, customer sends email to support@perfectaire.us

- Attach the Dotcom retailer email 'order confirmation' as proof of purchase showing; place of purchase, date of purchase, model, and sales price including taxes.
- In 100 words or less describe nature of defective or symptom the unit exhibits and send image of defective part if broken or damaged.
- Include your name, email address, shipping address, phone contact and best time for PerfectAire to call you to discuss the defective unit issue.
- PerfectAire will typically email reply or call customer within 48 hours (*Monday-Friday 9:00 AM to 4:00 PM CST*) to discuss or troubleshoot the defect and how to resolve the problem.

At our option and your approval, PerfectAire will send a replacement part or provide you with a Return Goods Authorization (RGA) to ship the old unit to PerfectAire.

Our Customer Service Representative will assist with processing the exchange of the same model. The replacement unit will be warrantied for the time that remains on the original Warranty...for example if a Perfect Aire unit or part is replaced due to a manufacturing defect in month six (6) the replacement part or unit will be warrantied for the following six (6) months.

Please be mindful, many model numbers change from year to year with slight updates requiring us to substitute a slightly different model for the exchanged unit. The OTC Warranty goal is to exchange your defective unit for a like or similar model unit with same BTU and features as the original purchase unit. See full PA warranty details posted for different model units and different applications.