

Northwest Envirofan Product Returns / FAQ'S

Do you accept product returns?

Yes, we do accept returns according to the parameters below for defective and non-defective returns. We want you to be satisfied with your purchase which is why we help you select the product that would best fit your needs, and then process and package your order carefully before shipping it to you.

Defective Merchandise - If your product is defective, you may return the product for repair or replacement under warranty if the defect is proven to be manufacturer related.

Non-Defective Merchandise - If you wish to return product that is non-defective, you may return any unused product within 30 days for credit only. Please remember that we are not a retail outlet, and therefore to return non-defective merchandise, you will incur shipping charges and there will be a minimum 20% restocking charge. Please make your selections carefully, so you can avoid a return situation and a restocking charge.

What is a restocking charge?

When you return a product, we must receive, unpackage, test, and determine that the product is unused to authorize a credit for your return. If we authorize your return, we must then use new packaging and restock the merchandise. In doing all of this, we incur labor and materials expenses which become the restocking fee charged back to you, the customer. Please make your selections carefully, so you can avoid a return situation and a restocking charge.

How do I return a product?

To return your product, contact our Customer Service Department by e-mail or phone 1-800-236-7080 to receive a Return Merchandise Authorization number (RMA#) which will be assigned to track your request. All returns must have this number assigned so we can advise you where to return your item and so that we can accept your shipment when it arrives.

If your product or shipping packaging is damaged during transit and you suspect that your product is damaged, please note the damage with the carrier and do not discard the packaging or product until you have contacted us on how to place a damage claim or received a Return Authorization Number or instructions on how to handle your return. If you discard either of these we will be unable to process your request.

After receiving your Return Authorization Number, carefully pack and send the package to the return address you have been provided. The return street address is:

Northwest Envirofan
3420 Marvel Drive
Oshkosh WI 54902

Please Note: Shipping fees are non-refundable.

Please prominently include your Return Authorization Number on the shipping label or front of the package. We suggest you insure your return shipment. We are not responsible for items which incur damages during return shipping or which we do not receive.

Please allow 14 business days from our receipt of your return to process your return items.

Please note:

To receive credit for your return you must be returning unused merchandise within the 30 day return period and all original packaging and instructions must be included. We do not credit orders received outside of the return period and we do not pay or credit return shipping fees.

Questions? Call 800-236-7080