## Return Form
Questions? Contact us at weborders@rheem.com

### Preparing your return is as easy as 1-2-3!

1. Pack the item in original packaging.
2. Complete this return form and place it in the package.
3. Registered Users: Visit [https://parts.ruud.com/login](https://parts.ruud.com/login) to log in to your account, then go to Order History and select your order.
   
   Guest Users: Visit [https://parts.ruud.com/orderdetail](https://parts.ruud.com/orderdetail) and enter your email address and order number.
4. Click the “Return” button and confirm your selection. Your printable shipping label will open in a separate window.


NOTE: Federal law prohibits items that are flammable liquids or gas from being returned through the mail.

### Return Policy Basics

- Merchandise must be returned within 30 days in unused, like-new condition.
- If available, use original packaging to return all items.
- All refunds will be credited back to the original credit card within 5-7 business days of receiving the returned item at our warehouse.
- Some products are non-returnable. They include parts beginning with AS, AM & AE, all coils and all direct-ship RED (Rheem Express Delivery) parts.

For our complete return policy, please visit [https://parts.ruud.com/return-policy](https://parts.ruud.com/return-policy).

### Return Code Options:

- **01** - Damaged/Defective
- **02** - Received Wrong Product
- **03** - Changed Mind/Don’t Need
- **04** - Other __________

### Internal Use Only:

- **01** - FS
- **02** - U/New Unused
- **03** -

<table>
<thead>
<tr>
<th>Part Number</th>
<th>Item Description</th>
<th>Quantity Returned</th>
<th>Return Code</th>
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