

To: All Drake Refrigeration, Inc Customers

Effective immediately, Drake Refrigeration has implemented changes to our Return Goods Authorization (RGA) policies. Products returned to Drake Refrigeration must comply with the complete RGA policy.

Any cases of noncompliance, or if a box is found not properly identified, the shipment will be refused and or returned at the customer's expense.

RGA Policy Statement and Procedures:

1. The RGA procedures include a Return Authorization Form that must be completed, signed and returned with RGA items.(form must be inside of shipping box)
2. The exterior of the shipping box must clearly indicate the assigned RGA number.
3. All orders must be submitted via fax (215-638-5518) indicating the assigned RGA number on the purchase order.
4. Transportation Charges -The customer is responsible for all transportation, insurance, duties and other similar charges for all returned Product (restock, warranty, non-warranty, special order and other returns) and must ensure that the product is appropriately packaged. Shipping damages, resulting from improper packaging will be the customer's responsibility
5. Products are not returnable for refund/credit after 30 days from date of invoice.

Coming Soon:

A copy of the revised RGA policy will be available from the Drake website ([www.drakechillers.com](http://www.drakechillers.com)).

Please inform all authorized personnel in your organization as well as customers and end-users.

Thank You

David Dicus  
RGA & Warranty Representative