**Thermal Engineering Corporation**

 P.O. Box 868 Columbia, SC 29202-0868

 Tel. (803) 783-0750 Toll Free 1-800-331-0097

 Fax (803) 783-0756 Customer Service Fax 1-888-581-0286

 [Website: www.tecinfrared.com](http://www.tecinfrared.com)

**Everybody Loves Their TEC® Grill 30 Day Money Back Guarantee Return Policy**

TEC® owners love their TEC grills, and we want you to love yours, too. That’s why we offer a 30 Day Money Back Guarantee – so that you can discover the Taste of TEC in your own backyard. And if you’re not completely satisfied with your grilling experience, you can return your grill for a full refund subject to the following guidelines and restrictions.

**30 Day Risk Free Trial Period**

TEC acknowledges that our customers are busy people. That’s why we extend to them an opportunity to use our grills risk free for a full 30 days from the date of purchase (or 35 days from the date of shipment in circumstances where product is shipped to the dealer or the customer after the sale).

**Return Authorization and Freight**

All product returns require a Return Authorization (RA) number. The customer must contact their TEC dealer within the 30 day trial period to request a return. TEC’s Customer Service Department will contact the Customer to issue the RA number and schedule the return shipment, including a pick-up time and collecting payment for the return. Shipping costs on all returns are the responsibility of the Customer and must be prepaid prior to pickup.

The RA number must be put in a prominent location on the outside of the grill packaging prior to shipping. Our warehouse does not accept return shipments unless an RA number appears on the outside of the package.

**Clean Grill Prior to Packaging**

To return a grill that has been used, the customer must remove all food drippings and debris prior to repackaging the grill.

**Return in Good Condition in Original Packaging**

Grills must be returned in good and clean condition, packaged securely in the original packaging, with all paperwork and parts to ensure full credit. In the event that a Customer purchases a floor sample or pre-assembled grill from a dealer, the Customer should request the original packaging. In circumstances where product is shipped directly to the customer from TEC, customers should retain the original packaging. TEC is not responsible for damage resulting from inadequate or improper packaging by the customer on return products.

**Damage or Modification by Customer**

Grills that have been modified or damaged by the Customer may not be returned.

**Shipping Damage**

Freight carriers require that shipping damage be reported within 15 days of delivery. It is the Customer’s responsibility to inspect for damage on delivery of product. Please refer to the Shipment Damage and Customer’s Duty to Inspect portion of TEC’s Terms and Conditions.

**Dealer Refund to the Customer**

The Customer should expect a refund within 30 days of the return pickup. Only products returned in good and clean condition with all paperwork and parts will qualify for a full refund. TEC reserves the right to deduct from the Customer’s refund the cost of repairing a grill that has been damaged by the Customer or replacing grill components that are missing.

**Effective Dates**

This program will be in effect April 1, 2012 thru September 30, 2012.