

## **DANBY Return Authorizations**

Return Authorizations are issued by Sales Support Specialists team; [usreturns@danby.com](mailto:usreturns@danby.com)

All units within 30 days can be returned without requiring service. Nothing goes back to your buying group. It is either picked up at our expense or field scrapped. Damage Allowances and Push Pulls must be handled BEFORE an RA is issued. After 30 days Dealer locations may discuss the issue with Vicky Bish at Danby Sales Support to determine the best course of action at 1-866-641-3309. Service locations and Servicing dealers only are to call Tech support at 1-800-731-0695. If the consumer wishes to call Danby to discuss any aspect of the problem they should call 1-800-263-2629.

### **To Request the RA:**

Scan and email the invoice from your buying group with model, s/n, and include reason for the return; along with a copy of the consumer's bill of sale to [usreturns@danby.com](mailto:usreturns@danby.com) or fax to 419-425-8629. Please make sure your email/fax number is visible to allow the sales support specialist to contact you. Instructions will be sent back to you within the Return Authorization within 2-3 days. Do not throw away or remove tags until you have received instructions; each return request/unit is different. Please follow the return shipping procedures as outlined in the Danby RA Policy; including a pallet available for return shipping. If you do not receive your RA or hear from Sales Support Specialists within 2-3 days, please call 1-866-641-3309 to inquire. If there is a problem after you have done all this, then call or email me.

Brian J Kelley  
Regional Account Manager  
Danby Products Inc.

781-803-3862 Office  
[BKelley@danby.com](mailto:BKelley@danby.com)