

NECO General Product Return Standard Policy

Effective 1/1/2025-3/31/2025

Whirlpool customers (NECO Chapters) may be eligible to return Whirlpool products under the following conditions:

Alternatives to Physical Returns: Wherever possible Whirlpool will attempt to avoid bringing physical returns back to their facilities by exercising the below alternatives:

All terms listed under *Conditions Applicable to Returns and Markdowns* below must be met.

1. Whirlpool has the right and/or Trade Customer has the right to request a markdown in lieu of physical return however, Whirlpool alone shall determine whether damaged product is eligible.
2. Whirlpool has the right to issue scrap credit in lieu of physical return.

Damaged Product (markdown or return):

All terms listed under *Conditions Applicable to Returns and Markdowns* below must be met.

1. Damaged Product
 - a. Retail deliveries: For product damage identified at point of delivery, Trade Customer should refuse damaged product and note on the bill of lading (freight bill) any product not accepted. Not all carriers allow the product to remain on their trucks as they are pre-scheduled for additional loads. In this case, Whirlpool will take the product back, but instead of refusing damaged product and leaving it on the truck, please accept the product, note on the bill of lading (freight bill) the acceptance of the product, then call Whirlpool. You'll request a return authorization and Whirlpool will dispatch a carrier to pick up the product and take it back.
 - b. Will Call pick-ups: Trade Customer must refuse damaged unit(s) at point of pick up. All Will Call freight is FOB at the Whirlpool facility's dock.
2. Whirlpool is not responsible for product damaged after customer takes possession or ownership of the product.
3. Concealed Damage Product must be claimed as per the following:
 - a. Retail deliveries within one hundred twenty (120) calendar days of the shipment date.
 - b. Will Call pick-ups, within fourteen (14) calendar days after pick-up date.

Defective Product (no return or markdown):

All terms listed under *Conditions Applicable to Returns and Markdowns* below must be met.

1. Defective products cannot be classified as damaged and are not applicable for return. If the product does not operate as intended, repair and return eligibility is governed by the terms and conditions of applicable Whirlpool manufacturer warranties.

Used Product (return only, no markdowns):

All terms listed under *Conditions Applicable to Returns and Markdowns* below must be met.

1. Retail deliveries return of used product is not allowed outside of 30 Day Buy & Try.

All Good Stock Product (return only, no markdowns):

All terms listed under *Conditions Applicable to Returns and Markdowns* below must be met.

1. All channels: product undamaged and protected by its original packaging under the allowed conditions must be claimed within one hundred twenty (120) calendar days after shipment date.
2. Whirlpool will charge a \$100 restocking fee per major unit or per one pallet for non Whirlpool errors.
3. Good Stock returns must be in original packaging and have never been unboxed. Anything returned outside of original packaging or product that has been unboxed will be subject to a \$200 restocking fee per major unit.

30 Day Buy & Try (return only, no markdowns):

The 30 Day Buy & Try is offered to consumers purchasing from NECO dealers from **1/1/2025-3/31/2025**. This program allows a consumer to return a qualifying Whirlpool Product (qualifying brands below) to the dealer within 30 days of delivery for any reason except for damage/defective product which have other mechanisms for resolving. As a note, this program covers the cost of the Whirlpool Product only, and does not cover any sort of install expenses, delivery expenses, cleaning expenses, administrative expenses, push/pull expenses, or any other expense associated with returning the product.

1. Used product returned under the 30 day buy and try MUST be returned to the place of purchase within 30 days from the date of delivery for a full product refund.
2. Dealer is responsible for filling out the return form applicable to the NECO 30 Day Buy and Try.
3. Dealer to consumer invoice must be included with the RA in order to confirm eligibility.
4. Qualifying product includes: Whirlpool®, Maytag®, KitchenAid® and Amana® Brand Major Appliances.
5. Product must be in new condition (not scratch and dent) when it was sold to the consumer, and the product must not have already received a markdown or credit.
6. Conditions Applicable to 30 Day Buy & Try:

Unit Conditions:

- Product is to be in original packaging or similar stretch wrapped and corner posted to prevent damage.
- RA number, model and serial number (or original carton tag) must be affixed to outside packaging.
- Unit must contain all parts.
- Serial tag must be intact and in its original location.
- Unit is not to have permanent markings or adhesive labels applied to units.
- Unit is to be in its original state and have not been disassembled.
- Unit must not be damaged beyond repair.
- Unit is not to have sustained forklift damage.

Sanitary Conditions:

- Dealers must meet any and all Chapter requirements (which may vary between Chapters) relating to the cleanliness of the returned product.
- These stipulations may potentially include, but are not limited to:
 - i. Units must not have any cords, hoses, ventilation, or other attachments still connected
 - ii. Unit must not contain any items owned by an end consumer (dishes, clothes, etc...)
 - iii. Unit must not have evidence of food, mold, vermin, or other unsanitary items

- iv. Units that have condensation or otherwise collected water must be thoroughly dried
- o If, in the sole discretion of the Chapter, an item is returned in an unsanitary state, they reserve the right to redirect back to the Dealer in order to remediate the issue, after which point the product may resume processing

Other Conditions:

- o All returns or markdowns require advance authorization from Whirlpool.
- o For each returned unit, the trade customer must attach the RA paperwork containing RA number, model number and serial number to the outside of the protective packaging
- o For returns with an RA for multiple units, the trade customer must highlight the model and serial number belonging to the unit the paperwork is attached to.
- o All product must be returned with protective packaging. This includes a minimum of corner posts secured with stretch wrap.
- o A trade customer may only return products that it purchases from Whirlpool.
- o Whirlpool may offset any return payments against any amounts owed by the customer.
- o This policy applies to major & minor appliances as well as accessories.

Product Unauthorized for Return:

Whirlpool will charge a \$200 per major unit or per one pallet restocking fee for any unauthorized returns in accordance with the following:

1. Product deemed to be in unsellable condition
 - a. After physical return of the unit and upon inspection by Whirlpool or its delivery agent, if the unit is deemed to be damaged beyond repair, Whirlpool reserves the right to deny credit for that unit. In this event, the customer has the right to pick up that unit at the Whirlpool or its delivery agent facility within five (5) business days from date of notification.
2. Used product
 - a. Retail returned product found to have been used is not eligible for return and no credit will be given outside of the 30 day Buy & Try period. The customer has the right to pick up that unit at the Whirlpool or its delivery agent facility within five (5) business days from date of notification.

Conditions Applicable to Returns and Markdowns:

Unit Conditions:

- Whirlpool will only accept returns on products damaged by Whirlpool or its delivery agent.
- Product is to be in original packaging or similar stretch wrapped and corner posted to prevent further damage.
- RA number (if applicable), model and serial number (or original carton tag) must be affixed to outside packaging.
- Unit must contain all original literature and parts.
- Serial tag must be intact and in its original location.
- Unit is not to have permanent markings or adhesive labels applied to units.
- Unit is to be in its original state and have not been disassembled.
- Unit must not be damaged beyond repair.
- Unit is not to have sustained forklift damage.

Other Conditions:

- All returns or markdowns require advance authorization from Whirlpool.
- For each returned unit, the trade customer must attach the RA paperwork containing RA number, model number and serial number to the outside of the protective packaging
- For returns with an RA for multiple units, the trade customer must highlight the model and serial number belonging to the unit the paperwork is attached to.
- All product must be returned with protective packaging. This includes a minimum of corner posts secured with stretch wrap.
- Any product for which dealer receives a full (100%) credit may not be resold and dealer must dispose in compliance with all applicable law and Whirlpool policies.
- A trade customer may only return products that it purchases from Whirlpool.
- Whirlpool may require a customer purchase order as acceptance of applicable restocking fees.
- Whirlpool may offset any return payments against any amounts owed by the customer.
- This policy applies to major & minor appliances and accessories.

This policy is subject to change by Whirlpool at any time without notice.

SUMMARY TABLE

Return Policy Area	General Product Return
Markdowns & Scrap Credits	Allowed - preferred method
Damaged Product Returns including concealed damage	Non-will call: Within 120 days of shipment Will call: Within 14 days of pick up
Defective Product Returns	No returns allowed
Used Product Returns	No returns allowed outside of 30 Day Buy & Try
Good Product Returns (in original packaging)	Within 120 days of delivery with \$100 restocking fee
Good Product Returns out of original packaging	Within 120 days of delivery with \$200 restocking fee
Product Unauthorized for Return	\$200 restocking fee, pick up product within 5 days. Any credits issued will be reversed.