



## VENDOR REQUIREMENTS FOR DAMAGE/DEFECTIVE UNITS

**\*\*\*\*\*Vendor RMA approval documents must be emailed to Member Services in support thereof prior to return\*\*\*\*\***

[Intercounty RMA Policies & Procedures- Click here to review the full policy](#)

Below you will find a breakdown for vendor return requirements for damaged and defective units. These requirements MUST be followed prior to returning product to Intercounty. Any product invoiced over 120 days requires vendor approval (even if otherwise indicated below). Please refer to The Intercounty RMA policies and Procedures for more details.

Good Stock units within 120 days of invoicing are returnable to Intercounty. Vendor Approval NOT required for stocking units.

Vendor	Brands	Vendor Return Requirements- Dealer Damage & Defective Units	Add'l Return Information	Contact Name	Contact Phone	Contact Email
ALMO DIST.	AMERICAN RANGE, HESTAN, LIEBHERR, ZEPHYR	<b>NOT RETURNABLE</b> -Handled in Field, send immediate email to Almo at PACCC@almo.com, pictures of the packaging, damage & both serial #'s (box & unit) available for review. For Dective units: Product has 2 year warranty for service, and dealers need to contact: ctmvip@ctm-inter.com		Matt Clement	207-272-7055	<a href="mailto:matt.clement@almo-corp.com">matt.clement@almo-corp.com</a> ; <a href="mailto:Premiumappliancecccc@Almo.com">Premiumappliancecccc@Almo.com</a>
ALMO DIST.	FORNO	<b>NOT RETURNABLE</b> -Handled in Field, send immediate email to Almo at PACCC@almo.com, pictures of the packaging, damage & both serial #'s (box & unit) available for review. For Dective units: Product has 2 year warranty for service, and dealers need to contact: ctmvip@ctm-inter.com		Rick Mendicino	330-289-2460	<a href="mailto:rick.mendicino@almo-corp.com">rick.mendicino@almo-corp.com</a> ; <a href="mailto:Premiumappliancecccc@Almo.com">Premiumappliancecccc@Almo.com</a>
BEKO		<b>RETURNABLE</b> - Vendor RA Required- MUST complete Beko RA form and submit it to Salesra@beko.com along with a copy of your invoice and photos that include box, damaged area & unit serial tag.		Emily Buehrle	609-200-0408	<a href="mailto:Salesra@beko.com">Salesra@beko.com</a> ; <a href="mailto:Emily.buehrle@beko.com">Emily.buehrle@beko.com</a>
Blacktone		<b>NOT RETURNABLE</b> -Handled in Field. Dealers have 30 days after they invoice from us to declare damaged		Consumer Services	435-771-0405	<a href="mailto:Retailsupport@blackstoneproducts.com">Retailsupport@blackstoneproducts.com</a>
BSH	BOSCH, THERMADOR	<b>RETURNABLE</b> - Vendor RA Required- MUST Email the store rep for approval		Lori Selvia		<a href="mailto:lori.selvia@bshg.com">lori.selvia@bshg.com</a>
CSC	MAYTAG COMMERCIAL	<b>RETURNABLE</b> - Vendor RA Required- MUST Email the store rep for approval	Customer Service: 844-272-9675	Brett Gensler	718-376-6412 X 63127	<a href="mailto:bgensler@cscsw.com">bgensler@cscsw.com</a>
DANBY		<b>NOT RETURNABLE</b> - Handled in Field, 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 or fax to 419-425-8629.		Rafael Santana		<a href="mailto:rsantana@danby.com">rsantana@danby.com</a>
EASTERN MKTG	BERTAZZONI, BLOMBERG, XO	<b>NOT RETURNABLE</b> - Handled in Field	<a href="#">Eastern Marketing RA Request Form</a>	Ester Ivanyutin	800-966-8300	<a href="mailto:Ester@easternmarketing.com">Ester@easternmarketing.com</a>
ELEMENT		<b>RETURNABLE</b> - Vendor RA Required- MUSTcomplete Element Return Form and submit to your sales rep with a picture of the damage		Kal Russeck	215-378-0720	<a href="mailto:Kal.R@elementelectronics.com">Kal.R@elementelectronics.com</a>
EUROCHEF	Lofra, Verona	<b>RETURNABLE</b> - Vendor RA Required; Model #, serial #, images and a description of the damages should be emailed to melissah@eurochefusa.com & annemarielp@eurochefusa.com for approval		Melissa Haber	866-844-6566 X 109	<a href="mailto:melissah@eurochefusa.com">melissah@eurochefusa.com</a>
EXPERT WAREHOUSE	LGE, SAMSUNG, and SANSUS TV's	<b>NOT RETURNABLE</b> - Handled in Field		Brandi Barlow / Nicole Macri	888-232-2489 X 3051	<a href="mailto:ewcustomerservice@Expert-Warehouse.com">ewcustomerservice@Expert-Warehouse.com</a>
FISHER & PAYKEL	DCS, FISHER & PAYKEL	<b>NOT RETURNABLE</b> - Handled in Field- Follow the link to the right to request RA and F&P will facilitate the pick up from the dealer directly.	<a href="#">F&amp;P Damage Return Policy</a>	Jim Stevens		<a href="mailto:Jim.Stevens@fisherpaykel.com">Jim.Stevens@fisherpaykel.com</a>
FRIEDRICH		<b>NOT RETURNABLE</b> - Handled in Field	<a href="#">Friedrich Defective RMA Program</a>	Steve Sacks	516-868-1792	<a href="mailto:Steven.Sacks@friedrich.com">Steven.Sacks@friedrich.com</a>



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Vendor	Brands	Vendor Return Requirements- Dealer Damage & Defective Units	Add'l Return Information	Contact Name	Contact Phone	Contact Email
FRIGIDAIRE/ EHP	FRIGIDAIRE, ELECTROLUX, I-CON, VINTEC, WESTINGHOUSE	<b>NOT RETURNABLE-</b> Handled in Field	<a href="#">Click HERE for further instruction</a>	Alex Kelly		<a href="mailto:alex.kelly@electrolux.com">alex.kelly@electrolux.com</a>
GENERAL ELECTRIC	GE, HOTPOINT, HAIER	<b>NOT RETURNABLE-</b> Handled in Field- Email store rep for approval	<a href="#">GE 2024 Returns &amp; Scrap Communication</a>	Ed Burke	631-942-1690	<a href="mailto:Edward.burke@geappliances.com">Edward.burke@geappliances.com</a>
GENERAL ELECTRIC	Parts	<b>NOT RETURNABLE-</b> Handled in Field- Email Jim Taylor for Vendor RMA approval within 90 days. Email must include part # as well as original invoice or order #.	Returns Mailing Address: GE Parts, 1251 Port Rd.,Jeffersonville, IN 47230	Jim Taylor	502-452-7316	<a href="mailto:james_taylor@geappliances.com">james_taylor@geappliances.com</a>
GOTHAM SALES	New Leaf	<b>NOT RETURNABLE-</b> Handled in Field, Contact sales@gothamsales.com to set up return		Eddie Gus	267-228-8903	<a href="mailto:eddie@gothamsales.com">eddie@gothamsales.com</a>
ILVE		<b>NOT RETURNABLE-</b> Handled in Field, Dealers have 30 calendar days from receipt to inspect products and file claims		John Howells	646-444-8054 x 571	<a href="mailto:john.howells@us.ilve.com">john.howells@us.ilve.com</a>
INSINKERATOR		<b>RETURNABLE-</b> No Vendor RA Required- Over the Counter		Barry Rothman	908-415-1229	<a href="mailto:brothman27@aol.com">brothman27@aol.com</a>
JENNAIR		<b>RETURNABLE-</b> Vendor RA Required for ALL product (including accessories, trim kits, icemakers, etc). Dealers are required to fill out the Request for RA and send it to NAR Returns. If approval is denied as out of policy, forward to denial to store rep for an override.	<a href="#">Whirlpool Return Form</a>		800-346-6517	<a href="mailto:nar_return_requests@whirlpool.com">nar_return_requests@whirlpool.com</a>
KNICKERBOCKER	BED FRAMES	<b>NOT RETURNABLE-</b> Handled in Field, Email knickerbockerbedframe@gmail.com picture of damage for credit approval. Email MUST include model and serial number along with a description of damage.		Jacob Polevoy		<a href="mailto:sales@knickerbockerbedframe.com">sales@knickerbockerbedframe.com</a>
LG, LG-S		<b>RETURNABLE-</b> Vendor RA Required- All dealers must obtain a preauthorization code from their representative for returns. Requests must be made within 14 days of the delivery date to LG KAM***A copy of your customer invoice must also be submitted when entering your RMA request into Intercounty's portal***		Chris Johnson	347-997-0356	<a href="mailto:christopher.johnson@lge.com">christopher.johnson@lge.com</a>
MIDEA AMERICA CORP		<b>NOT RETURNABLE-</b> Handled in Field. For cosmetic damage send email to necodealers@midea.com with pictures of damage, serial number and Intercounty invoice. Also include the sum needed to sell through the unit. For functional damage the dealer needs to reach out to our service desk directly atdealer@midea.dexwell.com	<a href="#">Midea RAC Return</a>			
MIDDLEBY RESIDENTIAL	AGA, LYNX,HEARTLAND, KAMADO JOE, VIKING	<b>RETURNABLE-</b> Vendor RA Required- MUST Email the store rep for approval		Chris Garnett	203-803-5250	<a href="mailto:cgarnett@middlebyresidential.com">cgarnett@middlebyresidential.com</a>
MIELE		<b>RETURNABLE-</b> Vendor RA Required, Must fill out Miele Return Request form and email completed form with pictures to dealersupport@mieleusa.com for approval.	<a href="#">Miele Return Request Form</a>	Kevin Douglas	516-913-2091	<a href="mailto:kevin.douglas@miele.com">kevin.douglas@miele.com</a>
NAPOLEON		<b>NOT RETURNABLE-</b> Handled in Field		Anthony Bellantone	203-940-3211	<a href="mailto:abellantone@napoleon.com">abellantone@napoleon.com</a>



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PINNACLE MARKETING	ASKO, COYOTE, AZURE, F ULGOR MILANO, MARVEL, ULINE, VENTAHOOD	<b>NOT RETURNABLE-</b> Handled in Field		Brittany Taylor	863-250-4335	<a href="mailto:neco@pinnaclesalesgroup.com">neco@pinnaclesalesgroup.com</a>
PR1ME MARKETING	BROAN, MOEN, WASTEKING	<b>NOT RETURNABLE-</b> Handled in Field		Abigail Stohrer	732-770-7762	<a href="mailto:abigail@pr1memarketing.com">abigail@pr1memarketing.com</a>
PR1ME MARKETING	PEERLESS PREMIER	<b>RETURNABLE-</b> No Vendor RA Required		Abigail Stohrer	732-770-7762	<a href="mailto:abigail@pr1memarketing.com">abigail@pr1memarketing.com</a>
SAMSUNG	DACOR, SAMSUNG APPLIANCES	<b>RETURNABLE-</b> Vendor RA Required. For approval email store rep picture of damage and serial tag.	<a href="#">Samsung Damage Return Form</a>	Andi Guarin	551-250-6080	<a href="mailto:andi.guarin@sea.samsung.com">andi.guarin@sea.samsung.com</a>
SANSUI		<b>NOT RETURNABLE-</b> Handled in Field		Ken Messina	201-487-8424	<a href="mailto:ken@tmcsalescorp.com">ken@tmcsalescorp.com</a>
SEA	Elica	<b>NOT RETURNABLE-</b> Handled in Field		Josh Kalm		<a href="mailto:JOSH.KALM@SEADISTRIBUTING.COM">JOSH.KALM@SEADISTRIBUTING.COM</a>
SEALY MATTRESS CO		<b>RETURNABLE-</b> Vendor RA Required- MUST Email the store rep for approval		Alex Ghitta	551-262-0104	<a href="mailto:aghitta@sealy.com">aghitta@sealy.com</a>
SHARP APPL		<b>RETURNABLE-</b> No Vendor RA Required- Over the Counter		Bob Fulling	518-291-7587	<a href="mailto:Robert.Fulling@sharpusa.com">Robert.Fulling@sharpusa.com</a>
SIGNATURE MARKETING	FABER, PERLICK, CAPITAL, KOBE, PRESTIGE	<b>NOT RETURNABLE-</b> Handled in Field		Charlie Malafronte	631-576-9679	<a href="mailto:charliemal@smglttd.net">charliemal@smglttd.net</a>
SKKR	WEBER	<b>NOT RETURNABLE-</b> Handled in Field		Tim Classey	203-326-1526	<a href="mailto:tclassey@skkr.com">tclassey@skkr.com</a>
SKS		<b>NOT RETURNABLE-</b> Handled in Field- Dealer must fill out SKS RA form (posted to IAC website) and take 4 pictures of the unit with picture of serial tag and send to their DSM for approval	<a href="#">SKS Return Concealed Damage - DOA Request Form</a>	Agata Carlisle		<a href="mailto:agata.carlisle@lge.com">agata.carlisle@lge.com</a>
SMEG		<b>NOT RETURNABLE-</b> Handled in Field		Mark Preli		<a href="mailto:Mark.preli@SMEGUSA.com">Mark.preli@SMEGUSA.com</a>
SPEEDQUEEN (ALLIANCE)		<b>RETURNABLE-</b> Vendor RA Required- Email Alliance a picture of the damage and serial tag for approval		Nicole Morici	732-859-8740	<a href="mailto:Nicole.Morici@alliancels.com">Nicole.Morici@alliancels.com</a>
SUMMIT		<b>RETURNABLE-</b> No Vendor RA Required- Over the Counter		Marlon Pico	718-893-3900 X 200	<a href="mailto:marlonp@summitappliance.com">marlonp@summitappliance.com</a>
THOR		<b>NOT RETURNABLE-</b> Handled in Field		Jessica Mundt		<a href="mailto:Jessica@thor-sales.com">Jessica@thor-sales.com</a>
TRAEGER GRILLS		<b>NOT RETURNABLE-</b> Handled in Field. Orders@traeger.com or call 1800TRAEGER with the serial number, information about the damages, order references, and pictures of the damages as soon as you receive it and we at orders will gladly help with any replacements or credits.		Kevin Protz	510-935-8133	<a href="mailto:kprotz@traeger.com">kprotz@traeger.com</a>



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TRENT PARTNERS	AVANTI, MAXX COLD is Direct Ship ONLY- no returns to IAC	RETURNABLE (Avanti only)-Vendor RA Required- contact submitma@thelegacycompanies.com for approval		Dave Berry	973-701-9021	<a href="mailto:dberry@trentpartners.com">dberry@trentpartners.com</a>
WHIRLPOOL	AMANA, GLADIATOR , MAYTAG, KITCHENAID, WHIRLPOOL COMMERCIAL LAUNDRY	RETURNABLE-Vendor RA Required for ALL product (including accessories, trim kits, icemakers, etc). Dealers are required to fill out the Request for RA and send it to NAR Returns. If approval is denied as out of policy, forward to denial to store rep for an override	<a href="#">Whirlpool Return Form</a>			<a href="mailto:nar_return_requests@whirlpool.com">nar_return_requests@whirlpool.com</a>
ZLINE KITCHEN AND BATH LLC		NOT RETURNABLE- Handled in Field		Parker Jenkins	937-893-5963	<a href="mailto:pjenkins@zlinekitchen.com">pjenkins@zlinekitchen.com</a>