



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	NOT RETURNABLE -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 Defective units: Product has 2 year warranty for service, and dealers need to contact: ctmvip@ctm-inter.com		Matt Clement	207-272-7055	matt.clement@almo-corp.com ; Premiumapplianceccc@Almo.com
ALMO DIST.	FORNO	NOT RETURNABLE -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 Defective units: Product has 2 year warranty for service, and dealers need to contact: ctmvip@ctm-inter.com		Rick Mendicino	330-289-2460	rick.mendicino@almo-corp.com ; Premiumapplianceccc@Almo.com
BEKO		RETURNABLE - 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	Salesra@beko.com ; Emily.buehrle@beko.com
Blackstone		NOT RETURNABLE -Handled in Field. Dealers have 30 days after they invoice from us to declare damaged		Consumer Services	435-771-0405	Retailsupport@blackstoneproducts.com
BSH	BOSCH, THERMADOR	RETURNABLE - Vendor RA Required- MUST Email the store rep for approval		Lori Selvia		lori.selvia@bshg.com
CSC	MAYTAG COMMERCIAL	RETURNABLE - Vendor RA Required- MUST Email the store rep for approval	Customer Service: 844-272-9675	Brett Gensler	718-376-6412 X 63127	bgensler@cscsw.com
DANBY		NOT RETURNABLE - 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		rsantana@danby.com
EASTERN MKTG	BERTAZZONI, BLOMBERG, XO	NOT RETURNABLE - Handled in Field	Eastern Marketing RA Request Form	Ester Ivanyutin	800-966-8300	Ester@easternmarketing.com
ELEMENT		RETURNABLE - Vendor RA Required- MUST complete Element Return Form and submit to your sales rep with a picture of the damage		Kal Russeck	215-378-0720	Kal.R@elementelectronics.com
EUROCHEF	Lofra, Verona	RETURNABLE - Vendor RA Required; Model #, serial #, images and a description of the damages should be emailed to melissah@eurochefusa.com & annemariep@eurochefusa.com for approval		Melissa Haber	866-844-6566 X 109	melissah@eurochefusa.com
EXPERT WAREHOUSE	LGE, SAMSUNG, and SANSUS TV's	NOT RETURNABLE - Handled in Field		Brandi Barlow / Nicole Macri	888-232-2489 X 3051	ewcustomerservice@Expert-Warehouse.com
FISHER & PAYKEL	DCS, FISHER & PAYKEL	NOT RETURNABLE - Handled in Field- Follow the link to the right to request RA and F&P will facilitate the pick up from the dealer directly.	F&P Damage Return Policy	Jim Stevens		Jim.Stevens@fisherpaykel.com
FRIEDRICH		NOT RETURNABLE - Handled in Field	Friedrich Defective RMA Program	Steve Sacks	516-868-1792	Steve.Sacks@friedrich.com



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FRIGIDAIRE/ EHP	FRIGIDAIRE, ELECTROLUX, I-CON, VINTEC, WESTINGHOUSE	NOT RETURNABLE - Handled in Field		Click HERE for further instruction	Alex Kelly		alex.kelly@electrolux.com
GENERAL ELECTRIC	GE, HOTPOINT, HAIER	NOT RETURNABLE - Handled in Field- Email store rep for approval		GE 2024 Returns & Scrap Communication	Ed Burke	631-942-1690	Edward.burke@geappliances.com
GENERAL ELECTRIC	Parts	NOT RETURNABLE - 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	james_taylor@geappliances.com
GOTHAM SALES	New Leaf	NOT RETURNABLE - Handled in Field, Contact sales@gothamsales.com to set up return			Eddie Gus	267-228-8903	eddie@gothamsales.com
ILVE		NOT RETURNABLE - Handled in Field, Dealers have 30 calendar days from receipt to inspect products and file claims			John Howells	646-444-8054 x 571	john.howells@us.ilve.com
INSINKERATOR		RETURNABLE - No Vendor RA Required- Over the Counter			Barry Rothman	908-415-1229	brothman27@aol.com
JENNAIR		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.		Whirlpool Return Form		800-346-6517	nar_return_requests@whirlpool.com
KNICKERBOCKER	BED FRAMES	NOT RETURNABLE - 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		sales@knickerbockerbedframe.com
LG, LG-S		RETURNABLE - 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	christopher.johnson@lg.com
MIDEA AMERICA CORP		NOT RETURNABLE - 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		Midea RAC Return			
MIDDLEBY RESIDENTIAL	AGA, LYNX,HEARTLAND, KAMADO JOE, VIKING	RETURNABLE - Vendor RA Required- MUST Email the store rep for approval			Chris Garnett	203-803-5250	cgarnett@middlebyresidential.com
MIELE		RETURNABLE - Vendor RA Required, Must fill out Miele Return Request form and email completed form with pictures to dealersupport@mieleusa.com for approval.		Miele Return Request Form	Kevin Douglas	516-913-2091	kevin.douglas@miele.com
NAPOLEON		NOT RETURNABLE - Handled in Field			Anthony Bellantone	203-940-3211	abellantone@napoleon.com



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Vendor	Brands	Defective Units	Add'l Return Information	Contact Name	Contact Phone	Contact Email
PINNACLE MARKETING	ASKO, COYOTE, AZURE, F ULGOR MILANO, MARVEL, ULINE, VENTAHOOD	NOT RETURNABLE- Handled in Field		Brittany Taylor	863-250-4335	neco@pinnaclesalesgroup.com
PR1ME MARKETING	BROAN, MOEN, WASTEKING	NOT RETURNABLE- Handled in Field		Abigail Stohrer	732-770-7762	abigail@pr1memarketing.com
PR1ME MARKETING	PEERLESS PREMIER	RETURNABLE- No Vendor RA Required		Abigail Stohrer	732-770-7762	abigail@pr1memarketing.com
SAMSUNG	DACOR, SAMSUNG APPLIANCES	RETURNABLE- Vendor RA Required. For approval email store rep picture of damage and serial tag.	Samsung Damage Return Form	Andi Guarin	551-250-6080	andi.guarin@sea.samsung.com
SANSUI		NOT RETURNABLE- Handled in Field		Ken Messina	201-487-8424	ken@tmcsalescorp.com
SEA	Elica	NOT RETURNABLE- Handled in Field		Josh Kalm		JOSH.KALM@SEADISTRIBUTING.COM
SEALY MATTRESS CO		RETURNABLE- Vendor RA Required- MUST Email the store rep for approval		Alex Ghitta	551-262-0104	aghitta@sealy.com
SHARP APPL		RETURNABLE- No Vendor RA Required- Over the Counter		Bob Fulling	518-291-7587	Robert.Fulling@sharpusa.com
SIGNATURE MARKETING	FABER, PERLICK, CAPITAL, KOBE, PRESTIGE	NOT RETURNABLE- Handled in Field		Charlie Malafronte	631-576-9679	charliemail@smgttd.net
SKKR	WEBER	NOT RETURNABLE- Handled in Field		Tim Classey	203-326-1526	tclassey@skkr.com
SKS		NOT RETURNABLE- 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	SKS Return Concealed Damage - DOA Request Form	Agata Carlisle		agata.carlisle@lge.com
SMEG		NOT RETURNABLE- Handled in Field		Mark Preli		Mark.preli@SMEGUSA.com
SPEEDQUEEN (ALLIANCE)		RETURNABLE- Vendor RA Required- Email Alliance a picture of the damage and serial tag for approval		Nicole Morici	732-859-8740	Nicole.Morici@alliancels.com
SUMMIT		RETURNABLE- No Vendor RA Required- Over the Counter		Marlon Pico	718-893-3900 X 200	marlona@summitappliance.com
THOR		NOT RETURNABLE- Handled in Field		Jessica Mundt		jessica@thor-sales.com
TRAEGER GRILLS		NOT RETURNABLE- 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	kprotz@traeger.com



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

Vendor	Brands	Vendor Return Requirements- Dealer Damage &		Contact Name	Contact Phone	Contact Email
		Defective Units	Add'l Return Information			
TRENT PARTNERS	AVANTI, MAXX COLD is Direct Ship ONLY- no returns to IAC	RETURNABLE (Avanti only)-Vendor RA Required- contact submtrma@thelegacycompanies.com for approval		Dave Berry	973-701-9021	dberry@trentpartners.com
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	Whirlpool Return Form			nar_return_requests@whirlpool.com
ZLINE KITCHEN AND BATH LLC		NOT RETURNABLE- Handled in Field		Parker Jenkins	937-893-5963	pjenkins@zlinekitchen.com