

Return Authorization Procedures

IMPORTANT NOTES

Radiators or products received, which were damaged in shipping, should be refused, immediately reported to the shipping carrier as damaged, and claims of damage filed accordingly. Contact the transport carrier (Fed Ex, UPS, trucking line, etc.) for procedures in filing a damage claim with the carrier or their agent. Do not return products damaged in shipping to Griffin Thermal Products (GTP).

These procedures apply to only products purchased directly from Griffin Thermal Products (payment made directly to GTP). Items purchased from a distributor or 3rd party need to be addressed with that party. Griffin Thermal Products ships directly to customers on behalf of these parties, but responsibility for returns remains with the distributor or 3rd party.

For all other warranty claims or repairs purchased directly from Griffin Thermal Products:

1. Contact Griffin Thermal Products at 864-845-5000 and ask for the Return Authorization representative.
2. A Griffin Return Authorization representative will assign you a Return Authorization Number. This will be your tracking number.
3. Record your Return Authorization Number on the outside of the box and include your contact information and Griffin Thermal Products receipt on the inside of the box.
4. Carefully pack the radiator. Please do not use Styrofoam “peanuts”.
5. Address the box and ship pre-paid with adequate insurance to:

Griffin Thermal Products
Attn: RMA *(insert RMA number here)*
750 Estes Drive
Piedmont, SC 29673

6. Please allow 5 business days after the radiator is received for analysis.
7. Griffin Thermal Products will not be responsible for any radiators returned without a Return Authorization Number. Radiators received without a Return Authorization Number will be disposed of after 45 days.

Please Note: Griffin Thermal Products cannot be responsible for any items sent to us without a “RETURN AUTHORIZATION NUMBER” being issued in advance of the shipment. The only exception is a “Custom Radiator Template”, in which case the template form serves as the Return Authorization.