

Procedures for handling freight damage.

In the past when you received freight with damage to the units, you were required to file a freight claim with the freight carrier. We have since modified our freight damage policy to the following.

1. Please “do not refuse the freight”. When freight is refused, it is not immediately returned to the manufacturer. It is rerouted to the closest freight terminal and will remain there until Marvair requests that it be returned. This process alone could take 4-6 weeks just to get the damaged freight back to our distribution center.
2. Have the driver note on the BOL that the product has damage and “accept” the delivery.
3. Unwrap and inspect the unit to see the extent of the damage. Please take photos and email to Marvair at servicewarranty@airxcs.com, along with the filled out Warranty Request Form.
4. Once the Warranty Request Form and pictures are received a representative from our Warranty team will reach out to inform you of the next steps, which will be one of the two options below.
 - A. We will survey the damage with you and offer the quickest way to repair your unit. If the unit has minor dents and scratches to the panels, we will ship you replacement panels for easy replacement. All panels can be replaced rather easily. If any assistance is needed, we can offer visual aids. If you do cannot replace the panels, we may arrange for a service company to come fulfill the repairs.
 - B. If the unit has severe damage or any refrigerant system damage such as damaged coils, compressors or broken lines, etc. We will recommend that we have the unit picked up and brought back to the factory to be repaired to new condition. This process takes anywhere from 1-3 weeks once we get the unit back.

The above procedure is applicable for any shipments arranged by Marvair.

The customer will be responsible for all cost associated with the freight damage and repairs for pick-up and 3rd party shipments. For 3rd party and pick-up shipments please still fill out the Warranty Request Form and provide photos if parts and/or rework is needed from Marvair. Marvair must be notified on the form if a freight claim was made with the carrier, so we can hold the equipment for inspection. The carrier must reach out to Marvair to schedule inspection of freight ASAP. Please understand this will affect the lead-time for rework.

Brand Portfolio:

