

REPAIRS AND WARRANTY SERVICE

Return Equipment for Repair

1. Contact your dealer first to discuss your repair options. To locate a dealer near you, use [Dealer Search](#) or contact us at Info.LegendBrands.com.
2. If you and dealer determine that returning your equipment to Legend Brands is required, please follow the procedure below for all warranty and non-warranty Legend Brands equipment (except for Protimeter moisture meters service, call 814-834-9140).
 - 1) Request and receive a Return Material Authorization (RMA) number from your local dealer for all products in need of repair.
 - 2) Pack your equipment in a sturdy box and write the RMA number on the outside of the package.
 - 3) Insure your package against damage.

Legend Brands-owned factory repair centers only service Legend Brands equipment.

We cannot accept returns of consumables or discontinued products.

Warranty Repairs vs. Replacements

At the discretion of Legend Brands, products under warranty will be handled in one of three ways:

1. Repair product and return to you.
2. Discard product; issue credit or send replacement at no charge.
3. Bill for replacement product, then issue credit against replacement upon receipt and inspection of defective item.

Returns

Products returned for a refund are subject to inspection. **A minimum 20% restock fee applies to all equipment returned in new condition and in original packaging with original documentation including Legend Rewards points certificate, if applicable. Used equipment cannot be returned.** The return period is thirty (30) days from date of purchase for Legend Brands-manufactured equipment and filter packs and sixty (60) days from date of purchase for service parts. Items returned after the relevant return period has expired are not eligible for a refund.

We cannot accept returns of consumables or discontinued products.

Non-Warranty Repairs

Products returned for repair are evaluated for the cost of repair vs. replacement, then Legend Brands will contact your dealer with one of two recommendations:

1. **Repair.** Legend Brands will provide a repair quote to the dealer who will then get your authorization to either proceed with the repair or scrap the unit.
2. **Disposal.** If the cost of repair exceeds the cost of replacement, we will recommend discarding the product. Disposal fees of \$25 per airmover and \$75 per dehumidifier apply.



WATER DAMAGE



FIRE DAMAGE



MOLD



CARPET



HARD SURFACES



EXTERIORS

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WATER DAMAGE



FIRE DAMAGE



MOLD



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