

Titan Appliance Express Parts

Refund, Return & Warranty Policy

Thank you for shopping with **Titan Appliance Express Parts**. Because appliance, HVAC, and electrical parts require specialized technical handling, our return and warranty policies ensure safety, component integrity, and transparency for our DIY and professional customers.

1. Return Window

You have **30 calendar days** from the original purchase or delivery date to return an item.

2. Return Eligibility & Sealed Parts Policy

To receive a refund, items must be in their original, uninstalled condition:

- **Electrical & Electronic Components:** Control boards, switches, lid switches, sensors, capacitors, and motors must remain in their **unopened, factory-sealed plastic packaging**. Once the factory seal is broken, the part is **non-returnable**.
- **Mechanical Parts & Tools:** Belts, kits, bearings, and diagnostic tools must be completely unused, uninstalled, and in their original packaging with all hardware and instructions included.

3. Misdiagnosis & Installation Rule (Non-Refundable)

- **Parts installed to troubleshoot or test a system are completely non-refundable.**
- If an installed part fails to fix your appliance due to a **misdiagnosis** of the problem, the item is **not considered a defective part** and cannot be returned for a refund or exchange. We do not provide trial parts for diagnostic testing.

4. 15% Restocking Fee & Cash Refund Method

- All eligible, uninstalled returns are subject to a **15% restocking fee** calculated based on the **product cost only**. Original shipping charges are non-refundable.
- **Cash Refund Policy:** For transactions completed at our physical storefront, **cash refunds will be issued immediately to all customers who originally paid in cash**, provided the item successfully passes our technician's inspection. For all other payment methods, refunds will be credited back to the original form of payment.

5. Standard Core Charge Clause (North Carolina Compliance)

For specific parts that carry a **Core Charge** (e.g., compressors, motors, electronic modules):

- The old core must be returned within **30 calendar days** of the original purchase date.
- Cores must be returned in the **original manufacturer box** that the new part arrived in and must be completely drained of all fluids or oils (if applicable).
- In compliance with North Carolina Department of Revenue regulations, upon the successful return and acceptance of an eligible core, the customer will be refunded the **full core charge amount plus**

the exact proportion of North Carolina sales tax collected on that core charge.

6. Technical Inspection Window

- All returns—including new items, core returns, and warranty claims—are subject to technical verification by our **Specialty In-Shop Technician**.
- Please allow **2 to 3 business days** from the date the item is received at our facility for our specialist to perform final testing and testing validation before a credit, cash refund, or replacement is authorized.

7. Tiered Warranty Policy (Manufacturing Defects Only)

Warranties cover factory defects only and **do not cover** parts damaged by improper installation, external electrical faults, power surges, or diagnostic errors.

- **Electrical Components:** 90-Day Warranty.
- **Non-Electrical/Mechanical Parts:** 1-Year Standard Warranty.
- **Specialty Items:** 2-Year Warranty.

8. Warranty Shipping Costs

Warranty replacements do not include free shipping. The customer is completely responsible for all shipping costs associated with a warranty claim. This includes freight to send the part to our shop for evaluation, as well as the shipping fees to deliver the replacement part back to you.

9. North Carolina Consumer Compliance Note

Per North Carolina state guidelines, retail establishments may set their own return policies as long as they are **conspicuously disclosed** prior to purchase. This policy is prominently displayed at our checkout counters and listed clearly on our e-commerce storefront prior to payment processing.

Contact Us

For return authorizations, core submissions, or warranty claims, please contact:

Email: customerservicevb@gmail.com

Phone: Not Available

Return Shipping Address: PO Box 144, Hamilton, North Carolina, 27840