

# RETURN & PART WARRANTY GUIDELINE



## RETURN POLICY:

**FULL CREDIT:** 90 DAYS FROM INVOICE DATE  
**RE STOCKING:** 20% FEE AFTER 90 DAYS/SPECIAL ORDER  
**NO CREDIT:** 1 YEAR FROM INVOICE  
(NEW UNUSED AND IN ORIGINAL PACKAGING)

### WHIRLPOOL – (1 Year Parts Warranty)

- Special Order Parts – 20% Restocking Fee 90 Days
- No Electrical Boards can be returned to factory if opened
- Whirlpool Policy
  - If parts fail, a replacement part is issued...not credit
- V&V Appliance Parts Process
  - **DISTRIBUTOR # 031091 – SERVICE BENCH**
  - Damaged Parts - Fill out “Part Warranty Form” on V&V website
  - Credit/replacement part is issued same day...Do not re-order part, we will send a replacement part
  - FIP Door or parts with a “CORE” are given credit only...Re-order part if needed
  - Part is not needed back unless there is a “CORE” charge

### MANUFACTURER DISTRIBUTOR #

WHIRLPOOL	# 031091
ELECTROLUX	# 31133
GE	# 484430
SPEED QUEEN	# 0000100880
BOSCH	# 80343
LG	# 23838205

### ELECTROLUX – (90 Day Parts Warranty)

- Special Order parts cannot be returned
- **DISTRIBUTOR # 31133 – SERVICE POWER**
- Damaged/Failed Parts - Fill out “Parts Warranty Form” for credit...part is not needed back unless there is a “CORE” charge

### GENERAL ELECTRIC – (1 Year Parts Warranty)

- Special Order Parts – 20% restocking fee and 60 Days to return
- **DISTRIBUTOR # 484430 – SERVICE POWER**
- Damaged/Failed Parts - Fill out “Parts Warranty Form” for credit...part is not needed back unless there is a “CORE” charge (Hold part for 90 Days for auditing purposes)
- **\*Warranty Credits are provided directly from GE, not V&V Appliance Parts\***

### SPEED QUEEN – (1 Year Parts Warranty – Damaged Part, notify within 30 Days of invoice)

- Special Order Parts – 20% restocking fee and 90 Days to return
- **DISTRIBUTOR # 0000100880 – ALLIANCE**
- Damaged/Failed Parts - Fill out “Parts Warranty Form” ...provide clear picture of DAMAGED part (Hold part for 20 Days for auditing purposes)

### BOSCH – (1 Year Parts Warranty – Damaged Part, notify within 2 weeks of Invoice - 30 Days to return)

- Special Order Parts – 20% Restocking Fee and 90 Days to return
- **DISTRIBUTOR # 80343 – SERVICE POWER**
- Damaged/Failed Parts - Fill out “Parts Warranty Form” for credit ...part does not need returned, PROVIDE PICTURE

### LG – (90 Day Part Warranty – Damaged Part, notify within 2 weeks of Invoice - 30 Days to return)

- Special Order Parts – 20% Restocking Fee and 90 Days to return
- **DISTRIBUTOR # 23838205 – SERVICE POWER**
- Damaged/Failed Parts - Fill out “Parts Warranty Form” ...attach form to part and return for credit or provide clear picture of damaged part and packaging

### SAMSUNG – (90 Day Parts Warranty – Damaged Part, notify within 2 weeks of Invoice - 30 Days to return)

- Special Order Parts – 20% Restocking Fee and 90 Days to return
- Damaged/Failed Parts - Fill out “Parts Warranty Form” on V&V website...attach form to FAILED part and return for credit. Provide clear picture of DAMAGED part and packaging

**\*Part Warranty Form:** Please login into your account at [www.vvapplianceparts.com](http://www.vvapplianceparts.com) to process electronically\*

