



INFORMATION REQUIRED FOR COMPLAINTS OF PRODUCT/S

Dear Customer,

We are deeply sorry that one of our products is the object of a complaint. To determine the cause of the failure we need your support. The more accurate this information is, the better we can manage your complaint.

Each complaint must include:

- Completed KFI warranty form
- Images of the product serial number
- Video of the product failure

Please complete this form carefully and attach the required information. Please send the complaint back to our RMA department.

Email: RMA@kootenayfilter.com OR Autumn@Kootenayfilter.com

After receiving your email, we will inform you about the further procedure.

Without submitting this form along with the pictures and videos, we will not be able to process your complaint.

After the examination and acceptance of the returned goods, the customer will receive a credit note with an amount equal to the value of the returned goods or a replacement.

Thank you very much.

Best regards,

Your Kootenay Filter RMA Team.



Warranty does apply to:

Fans: are warranted against defect in material and workmanship for a period of two (2) years from date of purchase.

Filters: are warranted against defect in material and workmanship for a period of one (1) year from date of purchase.

Warranty does NOT apply to:

- Shipping damage, either concealed or visible must be noted on BOL and filed with carrier
- Damages caused to product and/or personal property caused by improper or faulty installation
- If a third party does the installation of a unit
- Goods that have been modified or altered
- Damages caused by corrosion, abrasion, sever temperatures or humidity
- If the product is over the accepted warranty period (as listed above)
- Warranty does not cover the cost of removal or reinstallation of a unit when service or warranty work is required, or the shipping cost
- Goods that have been subjected to improper maintenance, abuse, abnormal usage, or accident.

Please Note, you cannot issue a warranty claim for merchandise returns.

Initial: _____ Date: _____



Product Complaint Form

Images of serial number and video of the product must be included with all claims

Contact Information	
Company Name	
Contact Name	
Phone Number	
Email	
Date Submitted	
Invoice Number/s	

Product Information					
Product	Serial Number	QTY	Description of Malfunction	Application use	Date Purchased

To ensure each step is correctly completed, please make sure to read pages one (1) and two (2) that is attached on how to correctly file an RMA Complaint with Kootenay Filter INC.