

DAMAGE PROCEDURES

ADC PROCESSES DEALER REQUESTS FOR THE FOLLOWING BRANDS WITH VENDOR REQUIREMENTS

Please follow the instructions provided below.

For each request a damage return form must be submitted on GUI within 10 business days from delivery or pickup. A credit will be issued to the dealers open account within 3 business days of the unit being returned to ADC warehouse EXCEPT for electronics. Electronics will be credited when ADC receives to RA from the vendor. If a unit is denied by the vendor for any reason ADC will reverse the credit and send the unit back to the dealer. **IMPORTANT- ONCE PROCESSED ALL APPROVALS ARE EMAILED TO THE OWNERS EMAIL ADDRESS.**

- AGA: Must contact rep for pre-approval/RA number
- ELICA: Must contact rep for pre-approval/RA number
- FRIEDRICH: Must complete Friedrich's RA form, fax to number on form, to get pre-approval number
- INSINKERATOR: Request ADC RA. Instructions will be sent on how to proceed
- LG: Must contact rep or LG and obtain a pre-approval number
- LGE: Must email denisep@getnextlevel.com for assistance
- LYNX: Must contact rep for pre-approval/RA number
- MARVEL: Must contact rep for pre-approval/RA number
- MIELE: Must contact rep for assistance.
- MOEN: Must contact Kate at kate@pr1memarketing.com for assistance
- PREMIER: Must contact rep for pre-approval number
- SAMSUNG APPLIANCES: Must contact rep for assistance. If an RA is issued, please contact Kelly at ADC for further assistance.
- SAMSUNG ELECTRONICS: Must email mmorse@oroukesales.com for assistance
- SEALY: Must contact rep for pre-approval number
- SONY: Must contact rep or Sony and obtain pre-approval number, must include specific description of problem
- SPEED QUEEN: Must contact rep for pre-approval number
- SPEED QUEEN COMMERCIAL: Must contact Alex Russo at arusso@cscsw.com or 781-376-6411 for assistance
- SPRING AIR MATTRESS: Must get tag number (pre-approval) from rep
- SYMBOL: Must contact rep for pre-approval number
- TRAEGER: Must contact rep for pre-approval number
- VERONA: Must contact rep for pre-approval/RA number
- VIKING: Must contact rep for pre-approval/RA number
- WASTE KING: Must contact Kate at kate@pr1memarketing.com for assistance

ADC DOES NOT PROCESS DEALER RA REQUESTS FOR THE FOLLOWING BRANDS

YOU MUST CONTACT YOUR SALES REPRESENTATIVE OR THE VENDOR TO OBTAIN AN RA AND THEN RETURN THE PRODUCT TO THE VENDORS ADDRESS ON THE RA. UNITS DO NOT COME BACK TO ADC.

Please note, once the return is completed with the Vendor, the dealer needs to submit a Credit Request Form with Proof of return to ADC in order to process their credit.

Arctic King	Coyote	Fulgor	Thermador
Avanti	Dacor	General Electric	Uline
BEKO * * * * *	Danby	Haier	Ventahood
Bertazzoni	DCS	Liebherr	Weber
Blomberg	Duraflame	Napoleon	XO
Bosch	Faber	Perlick * * *	Zephyr
Broan	Fisher Paykel	Sharp Appliances * *	
Capital	Flex	Sharp Electronics	
Catnapper *	FRG/ELX	Smeg	

* Contact Tamra Ford for assistance: tford@jacksonfurnind.com - Must provide name of contact person, ID # (located under foot rest) or model #, date of purchase and location of piece (address of dealer or customer)

** Must submit the new Sharp RA form to customercare@sharpsec.com

*** Must contact Angelica Malloy at angelica@smg ltd.net for assistance

**** Please contact Agata at agata.carlisle@beko.com for assistance.