

## 5 MAJOR STEPS

1. Call the Service Center

2. Provide Proof of Purchase and Serial Number

3. Obtain a RGA number

4. Pack well and send back.

5. Repair and return back to the customer

Distributor should NEVER exchange the product to the Customer without first consult with Thunder Group's Customer Service Department. We will not honor any return or exchange without a RGA number.



# THUNDER GROUP®

[www.thundergroup.com](http://www.thundergroup.com)

### SUBJECT: RETURN AUTHORIZATION POLICY AND PROCEDURE

In the event that customers have a problem, either warranty or non-warranty related, customers should take the following steps to ensure the problem is handled professionally.

When a problem arises, customers have to call in the following Thunder Group service center:

- City of Industry, CA Tel: 866.TARHONG Fax: 626.935.1609

How to determine if the problem is a warranty-related problem:

- It has to be under the manufacturer original warranty.
  - a. 1 year from the date of original purchase by the end user for all **ELECTRIC** Rice Cooker/Warmer Products; or
  - b. 1 year from the date of original purchase by the end user for all Rinnai **GAS** Rice Cooker/Grill
  - c. 5 Year Limited warranty against manufacturer defect, i.e. rust on all chrome and epoxy plated shelving.
- Customers/End Users have to present proof of purchase from it's supplier or vendor in order to valid the warranty period. Fax copy is acceptable.
- Customers/End users have to provide a valid serial number for the product.
- No sign of misuse or abuse of the products.

If the problem is determined to be a **warranty-related** problem:

- Return Authorization Specialist will issue a RGA number to the customer.
- Customers have 30 days to return the product(s), freight pre-paid, to our service center.
- On-site technician will determine the cause of the problem and perform any necessary repair (repair time is usually 7 days, however, Thunder Group reserves the right to extend the length of the repair if the problem needs more special attention).
- Thunder Group is responsible for all labors and parts.
- Products will be shipped back to the customer, freight pre-paid.
- Warranty for the repair work is 30 days or the remaining of the original warranty period; whichever is favorable to the customer.

If the problem is determined to be a **non-warranty-related** problem:

- Customers can request parts-sheet to be faxed to them and order parts in order to perform the repair themselves; or
- Customers can send back the product for a non-warranty repair with authorization to repair the unit.
- Repair fee is **USD 85.00** per hour plus the cost of parts.
- Product will be shipped back to the customer at freight collect.

**Thunder Group will not honor any payment deduction for warranty-related issue without authorization or damages caused by shipping.**

RECOMMENDATION:

- Customer should keep the original Sales receipt and the Serial number during the warranty period.
- Customer should fill out and send back the warranty card that came with the product upon purchase.
- Customer should always maintain and clean the products from dusts and cooking residues.
- Customer should always unplug the unit when not using.
- Always read the user manual/warranty policy before operating the unit.

#### CITY OF INDUSTRY, CA

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#### EDISON, NJ

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