

## **Individual Customer (Non-Dealer) Policy**

### **Inquires Regarding Your Purchase**

Customers that have questions or concerns and have purchased directly from Resource Partners Enterprises, LLC are encouraged to review [www.rppurchase.com](http://www.rppurchase.com) or [www.edenpureservice.com](http://www.edenpureservice.com). If after reviewing the websites, your questions remain unanswered, you may contact our Customer Service Team at 1-800-839-0966. The hours are Monday through Friday from 8:00 a.m. to 6:00 p.m., and Saturday from 9:00 a.m. to 2:00 p.m. Eastern Standard Time. Please note that hours of availability are subject to change without notice. As a customer, you may also email us at [custserv@rppurchase.com](mailto:custserv@rppurchase.com). For all email correspondence, please include your full name, complete billing address, telephone number, brand and model of product, and serial number shown on the product if applicable. Please have your proof of purchase handy when you call Customer Service, or Resource Partners will not be able to assist you. The information we need to assist you will be found on your proof of purchase.

### **About Returns**

A 40 percent restocking fee may be charged for products returned to Resource Partners that are not defective. The return may be subject to other fees if applicable, i.e. the product was not properly packaged, abused by the customer or owner, items missing from the package or other related fees. Resource Partners Enterprises, LLC does not make exchanges for a different product or model due to color, larger unit, or any reason other than a defective product. Any damage caused by users - intentional or accidental - voids the warranty of a product, and voids any claim to replacement or refund without paying a full replacement charge.

### **Shipping**

We use UPS to ship our products. When you place an order with Resource Partners on [www.rppurchase.com](http://www.rppurchase.com), your delivery date will depend on the availability of your items.