

Processing Water Heater Refunds

Water heater returns

When a water heater is returned, determine the type of return:

- If it is damaged (a new water heater never installed). See [“Process a damaged water heater” on page 36](#).
- If the water heater has failed (Manufacturer defect), verify that it is in the warranty period. See ["Verify the warranty period of failed water heater"](#) below.

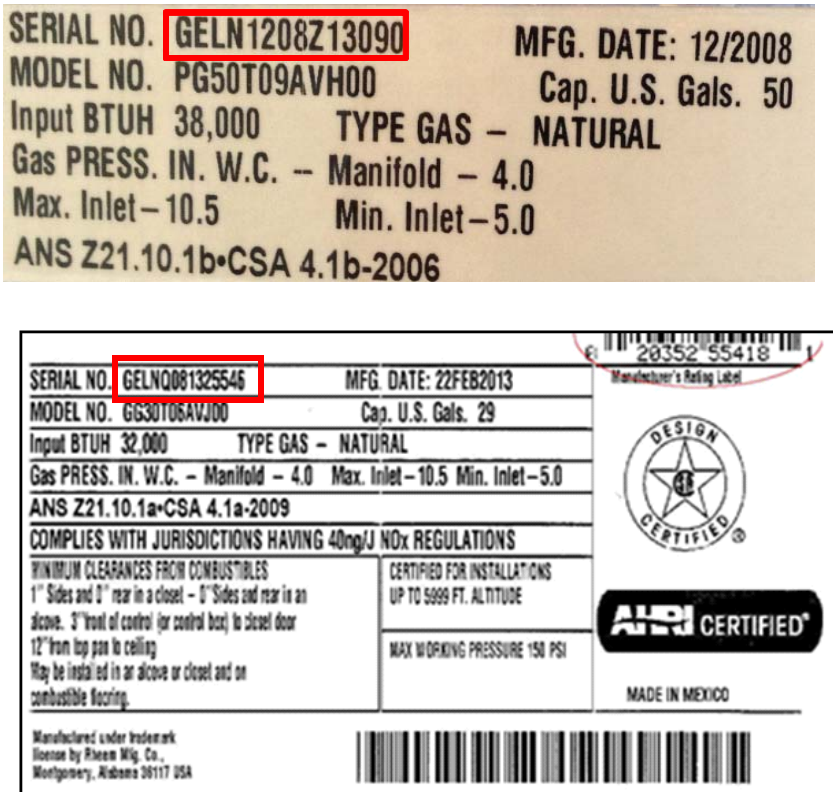
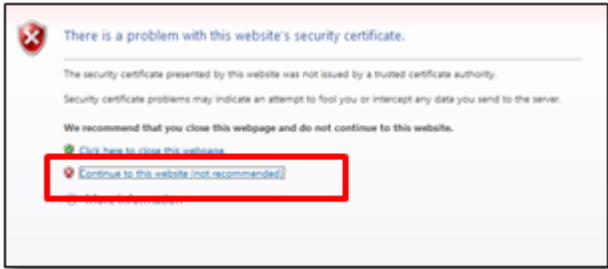
Brands accepted for warranty returns

The brands shown below are accepted by Home Depot for warranty returns.



Verify the warranty period of failed water heater

When a water heater is returned for failure (manufacturer defect), determine the warranty period to verify that the water heater is still in warranty using the following steps.

Step	Action
1	Locate the serial number of the water heater. See examples below.  NOTE: Do not accept a water heater with no serial number.
2	Go to the Rheem-GE Water Heater Warranty Tool from myApron > myDepartments > D90 Front End (or D31 Service Desk) > Resources > Rheem-GE WH Warranty Tool.
3	If you get this website security screen, click on Continue to the website. 

Step	Action
4	Enter the last 10 digits of the serial number and click Submit.  The tool will return either Product Still in Warranty or Product Warranty Expired.

If the water heater is out of warranty

If the water heater is out of warranty DO NOT exchange or return the water heater. Advise the customer that the warranty has expired and suggest the purchase of a new water heater.

NOTE: If the Store Manager decides to override an out-of-warranty water heater for customer satisfaction the store will not receive credit from the manufacturer and this is an immediate store markdown.

Processing a failed water heater return with a receipt

If the failed (manufacturer defect) water heater is in warranty and the customer has a receipt use the following steps to process the return.

Step	Action
1	If the customer has a receipt or you locate the receipt with receipt lookup, scan the receipt and give the customer full credit. IMPORTANT: Verify the water heater being returned matches the item on the receipt. Do NOT even exchange; it must be returned for store credit only.
2	Add the purchase date of unit in the Comments with a detailed return reason.
3	If the receipt is expired issue a store credit for full credit.

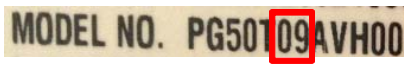
Process a failed water heater return without a receipt

If the failed (manufacturer defect) water heater is in warranty and the customer does not have a receipt, use the following steps to process the return.

Step	Action
1	After verifying that the water heater is in warranty, process as a non-receipted return.
2	Using Online Cashier Book (OCB) search function, enter the model number of the unit being returned.
3	Select the model number from the OCB drop down and verify the model number matches the unit being returned.
4	These are Return SKUs only. Click OK when prompted Recall do not sell . NOTE: Recall do not sell is a POS prompt only and does not mean these items are under manufacture recall.
5	Process the return for credit.
6	Complete RTV for the failed unit.
7	Add detailed comments in Return/RTV with the failure or defect of the water heater.

**If the Rheem
Warranty Tool is
down**

Only if the Rheem-GE Warranty Tool is down, use the procedure below to determine if the water heater is in warranty.

1	Determine the age of the water heater from the serial number. The first four numbers of the serial number show the manufacture date.  Manufacture date of December 2008 (month and year for water heaters through August 2012)  Manufacture date of February 2013 (<u>week</u> and year for water heaters after August 2012)
2	Determine the length of the warranty from the model number. The 6th and 7th digit of the model number are the length of the warranty.  Warranty of 9 years  Warranty of 6 years
3	Using this information (date of manufacture plus length of warranty plus 30 days), determine if the water heater is in the warranty period. IMPORTANT: If the customer has a receipt, you can use the purchase date instead of the manufacture date to determine the warranty period. If the water heater is out of warranty DO NOT exchange or return the water heater. Advise the customer that the warranty has expired and suggest the purchase of a new water heater. NOTE: If the Store Manager decides to override an out-of-warranty water heater for customer satisfaction the store will not receive credit from the manufacturer and this is an immediate Store Markdown.

Process a damaged water heater

If a new water heater is returned because it is damaged (dented, dinged, scratched) and has no signs of install, process the return. Return the merchandise to the sales floor.



If the damage causes the water heater not to function properly, process the return as a Zero Markdown. For information on Zero Markdown see [Front End SOP 05-10](#).

Signs of install

RTV Credit is given only if signs of install are visible on the water heater. Signs of install include the following:

- Worn threads
- Plumbers putty
- Teflon tape on water or gas connections
- Electrical connections that have frayed wiring

If the unit has NOT been installed DO NOT RTV the unit. Process as a damaged markdown.