

# PRIVACY POLICY

## **Electronic Tankless Water Heater:**

Designed and developed for homes, apartments and virtually anywhere hot water is needed.

## **Terms & Conditions of Sale**

Credit card charges for orders will appear on your credit card statement under the name Tankless USA INC.

By purchasing from the Tankless USA web site you acknowledge that you have read and fully understand the terms of the manufacturer's warranty, products, electrical requirements and our product return policies, these terms and condition of sale, and that you have confirmed that your home has sufficient electrical service to operate your new tankless water heater, or that you have budgeted for any required upgrades that might be necessary.

Tankless USA disclaims all warranties, expressed or implied, including but not limited to merchantability and fitness for a particular purpose. Tankless USA will not be liable for any damages of any kind arising from the use of this site or a product purchased from Tankless USA including but not limited to direct, indirect, incidental, punitive, and consequential damages. This site was created and is controlled and maintained by Tankless USA in Miami Florida, USA. As such, the laws of the State of Florida will govern these disclaimers and terms and conditions, without giving effect to any principles of conflicts of laws. We reserve the right to modify our site and these policies and terms & conditions of sale at any time and without notice.

## **Return Policy**

Tankless USA INC offers a 30 days return policy on any Titan tankless water heater that has not been installed and is shipped back in its original box. During that time we will refund your purchase minus a restocking fee of 20%. There is not refunds of any product that has been installed. After the 30 day period, we do not accept any returns.

## **Return procedure**

It is important that you contact us in advance for a return address and Return Authorization Number (RA#) which we will use to properly credit your account when we receive the returned item. Please note that you are responsible for shipping costs to return the product. Return shipments not clearly marked with a valid Return Authorization Number (RA#) may be refused or not properly credited to your account. We recommend that all packages returned to us or the manufacturer be insured and that you obtain a tracking number from your shipping provider. Tankless USA is not responsible for product lost or damaged while being returned to us for any reason. Refunds to be made within 7 days from the date of return. All refunds will be shown as a credit against the credit card to which the original order was charged.