Vertiv Warranty policy varies on specific product and part numbers. Please go to this link: <https://www.vertiv.com/en-us/support/WarrantyInfo/>

The return policy is based on warranty period:

*“Product Return Policy During the Warranty period, the User may contact Vertiv Technical Support to report any concerns about defects in material or workmanship. Vertiv reserves the right to determine, at its sole discretion, that a defect in the Product may exist or does not exist. If Vertiv determines that a defect may exist, Vertiv will issue a RETURN MATERIALS AUTHORIZATION (“RMA”) number. The RMA number must appear on the packing slip, proof of purchase, AND ON THE OUTSIDE OF EACH SHIPPING CARTON for any authorized returned Product. Vertiv will designate a shipping address (“Ship To Address”) that must be used for each authorized returned Product. The User shall pay all freight charges to the designated Ship To Address for each authorized returned Product. Unauthorized returns or collect shipments will be refused. Replacement parts or Products will be covered under this Warranty for the duration of the original Warranty that applies to the original purchase”*