

FREEZE 12[®]

Recovery Cylinder Return Program

TCC has designed a program to allow for the return of Freeze 12 with convenience to the customer in mind.

Recovered Freeze 12 refrigerant can be returned to TCC by following the procedure as outlined below:

1. Call customer service for a Return Authorization number :
 - National (800-598-6582)
 - Local (817-645-6088)
2. A return packet will be sent to you which contains the following items:
 - Used refrigerant order agreement.
 - Return source identification tag.
 - Shipping label.
 - Shipping instructions.
3. The used refrigerant must be tagged and returned according to the instructions provided. Shipping instructions are provided which allow the used refrigerant to be returned to TCC freight collect.
4. Allow 15 days for the return of your empty cylinder which will be returned prepaid to you by TCC.
5. Only recovered Freeze 12 can be accepted back under this program. If you suspect that the system you are servicing has mixed or contaminated refrigerant other than Freeze 12 do not recover the refrigerant. This would be a case where the system does not have the Freeze 12 fittings or identification tag.
6. Returning contaminated, mixed or refrigerant other than Freeze 12 can result in:
 - Charges assessed for a disposal fee of the refrigerant which must be paid before the recovery cylinder is returned.
 - Disallowance of future returns of used refrigerant from the offending source.

