

RGF's Online Selling Policy

To Our Valued Customers,

RGF Environmental Group, Inc. has maintained a strict “**NO ONLINE SELLING**” policy for all its product lines for many years.

While we acknowledge the Internet as a powerful tool for researching products and technologies—including our proprietary and patented systems for Indoor Air Quality (IAQ), HVAC air purification, industrial water treatment, and food sanitation—we strongly advise against purchasing our products, from unauthorized online sites offering such products for direct sale. These sites will require you to arrange for installation yourself, which will void any warranty coverage on your purchase.

Risks of Purchasing Equipment Online

Since 1985, RGF has been a leader in designing and manufacturing high-quality environmental equipment and technologies. All RGF products are distributed exclusively through authorized engineering design firms, dealers, distributors, and certified contractors who have received appropriate training on installation, operation, and maintenance. Our IAQ, industrial water treatment, and food sanitation systems are designed for installation by qualified professionals only to ensure safe and correct operation. These systems must be adequately sized and customized for each specific application, often requiring on-site evaluations and engineering expertise. Improper installation may result in product failure, safety hazards, property damage, and voided warranties.

Many RGF systems require electrical, HVAC, gas, and/or water connections, all of which are governed by local laws, codes, and building regulations. Failure to properly install a system can lead not only to performance issues but also to safety concerns or property damage. Warranty coverage may also be affected if an unqualified technician performs the installation.

Online sellers often do not provide installation and cannot typically honor manufacturer warranties or offer after-sales support. Due to the complexities of HVAC systems, as well as the complex layout of industrial water and food systems, RGF requires that all sales be conducted through trained sales personnel. Representatives who also manage installation, warranty, and follow-up as needed. Any website offering RGF equipment without installation services is acting in violation of our policies and may not be an authorized dealer.

Furthermore, RGF cannot verify the authenticity of any product sold online as “new” or “genuine.” We have received numerous reports and complaints from customers who have purchased “RGF” products or replacement cells online, only to find out upon receipt that the items were:

- Previously used or warranty-returned products,
- Stolen goods,
- Counterfeit or imitation items
- Incorrect or mislabeled replacement parts (including bait-and-switch scams).

Additionally, many online sellers do not accept returns or offer warranty coverage for their products, leaving customers without recourse in the event of product failure or issues.

For your safety, protection, and peace of mind, we strongly recommend purchasing RGF products exclusively through independent, authorized and trained RGF Dealers, licensed Contractors, or Distributors. Please be cautious of any individual or company claiming to offer RGF products for sale online (e.g., eBay, Amazon, etc), as they may not be authorized and will be in violation of our policies.

UV Safety and Technology Handling Concerns

Another critical reason for prohibiting online sales is the safety concerns related to the handling and installation of advanced technologies. Many RGF products, such as the REME HALO® in-duct air purifier, utilize UV-C light and generate low-level airborne hydrogen peroxide to reduce bacteria, viruses, odors, and mold. These systems must be installed by trained professionals to ensure safety and effectiveness and to avoid potential exposure risks associated with improper installation or misuse of UV-C technology. **Direct exposure to UV-C light can be hazardous to human health, particularly to the eyes, and may cause vision damage if the unit is mishandled or improperly installed.** Unauthorized online sales often bypass necessary safety protocols and professional oversight, which can lead to product misuse, performance failure, or health hazards. Therefore, RGF strictly prohibits the online sale of its products to ensure compliance with safety guidelines and to protect end users.

Prohibited Use of Intellectual Property

The unauthorized use of RGF trademarks, copyrighted materials, and product images for online sales is **strictly prohibited** and may result in legal action.