



## Return of Goods Policy 2013

Please take note that all returns require a Return of Goods Authorization (RGA).  
Airmax Industries will refuse any and all unauthorized returns (without valid RGA number good for 15 days)

Airmax Industries will only issue an RGA to written requests received by fax or email.

Airmax Industries will not accept any return during the month of December due to our fiscal year end. All returns must be shipped in a PREPAID manner or it will be refused at our docks, unless otherwise specified by one of our customer sales representative

### 1 Non Defective product

**ANNUAL** : No replacement order will be required. Returned charges to be 25%  
Repackaging charges of 15% if necessary.

\*\*\*Limited to 10% of previous year's purchases.\*\*\*

**MONTHLY**: No replacement order will be required. Returned charges to be 25%  
Repackaging charges of 15% if necessary.

\*Certain items may be refused if they can not be put directly back into inventory. (unsellable)\*

\* In the case of a non-defective return, we will process the credit only upon reception of the replacement order\*

\*Non-catalogued items (Special order or Q-number) are not eligible for return including annual returns\*\*\*

\*When non-catalogued items are being ordered, cancellation (verbal or written) will not be accepted any later than 24 hours after purchase order has been placed at Airmax Industries\*  
With the exception of SMC products (No cancellation will be accepted once the order is given

### 2 Defective product

Airmax Industries warrants all of its products to be free of defects of any kind for a period of ninety (90) days. All returned products under defective RGA will be inspected and tested.

If found to be in good working condition, the item will be returned to customer under prepaid and charge freight.

If found defective and under warranty, the item will be repaired and returned under prepaid freight to the customer. If found defective but no longer under warranty, Airmax will provide the customer with a written estimate on cost for repair (if repair is possible).

Airmax can refuse warranty on any sold item if it has not been properly used, shows signs of misused, etc. If such a case should occur, Airmax will provide the customer with a written form specifying the reason for warranty refusal.