

## **Appia Returns Policy**

### **Warranties**

We warrant products only to the extent of:

- ) The manufacturer's warranty in the case of new products
- ) The source's warranty on refurbished or used products.

### **General**

Returned products must be in an acceptable condition to receive credit. Credit may be withheld at Appia's sole discretion if the product shows physical damage, evidence of misuse, or any other materially unacceptable condition.

Certain products may not be returned for any reason and without exception, and you must contact the manufacturer for assistance. Other products may be returned only for repair and not for exchange, replacement, or credit. Such products must be returned to us, shipped directly to the manufacturer, or taken to an authorized service center.

Software that is not defective may not be returned.

Special or custom orders may not be returned unless they are defective.

### **Non-Defective Products**

If you wish to return a product for exchange or credit and the product is not defective, you need to contact us within 15 days of the date you receive it and request a Return Material Authorization (RMA). The RMA must include:

- ) Your name
- ) Order number if applicable
- ) Product name, model and serial number

You must return the product within 30 days of the date of the RMA.

Please note that returns must be complete and include the product, power cords, etc., and all original boxes and packaging materials, manuals, blank warranty cards, accessories, etc.

You are responsible for return shipping charges, and there is a 20 percent restocking charge for the return of non-defective products. There is also a charge for missing items; such charge depends on the value of the missing item.

### **Defective Products**

Please note that this policy applies only to products that are under manufacturer warranty.

If you find that a product you order is defective, you may return it at any time during the manufacturer warranty period. You need to request a return material authorization (RMA). The RMA must include:

- ) Your name
- ) Your account number or order number if applicable
- ) Product name, model and serial number
- ) Description of the issue
- ) Ship to address for the replacement, including contact name and telephone number.

You must return the product within 30 days of the date of the RMA and you are responsible for shipping charges.

Please note that returns must be complete and include the product, power cords, etc., and all original boxes and packaging materials, manuals, blank warranty cards, accessories, etc.

Please note that special or custom orders may be returned only if they are defective.

Once you have completed the RMA, you may request advance replacement, such that we will ship you a replacement product prior to receiving the defective item.

However, if we find that the product is not defective, you will have the options to:

- ) Pay a restocking charge of 20%, or
- ) Have the product returned to you. If you choose to have the product returned to you, you are responsible for shipping charges.

### **Shipping Insurance**

We strongly advise purchasing insurance to cover loss or damage in transit as we are not responsible for loss or damage during shipment.