

Avi-on Return, Exchange, & Warranty Policy

Last Revised: August 18, 2023

AVI-ON PAYMENT POLICY

Payment Terms

- **Net 30 from date of shipment:** for customers in good standing who have always maintained a current account
- **100% prepay:** for customers unable to maintain good standing

Payment Methods

- ACH payments preferred via link on invoice
- Credit card payment available for 3.9% service charge
- Payment by check to lockbox address on invoice
- Please do not send checks to the Avi-on Warehouse

AVI-ON RETURN, EXCHANGE, & WARRANTY POLICY

Avi-on has a zero manufacturing defect policy. Avi-on requires the return of hardware products for credit towards a return or exchange. Depending on the condition and timing of product returns, the following credits will be applied.

Unused product in unopened boxes

- 100% credit if returned within 90 days of shipment
- 90% credit if returned within 180 days of shipment
- No returns after 180 days of shipment

Unused product in opened boxes

- 75% credit if returned within 180 days of shipment

Products damaged by installation and/or used products

- No credit

AVI-ON **RETURN, EXCHANGE, & WARRANTY** POLICY

- After 180 days from shipment, all returns will be handled exclusively through the Avi-on warranty process
- All suspected hardware failures must be returned to Avi-on for engineering inspection
- For 5 years from shipment, Avi-on will replace any failed unit with a functional equivalent. The failed unit must be shipped to Avi-on to qualify for a replacement. Avi-on does not cover the cost of device removal, reinstallation, or return shipping. See our standard terms and conditions at [Avi-on.com](https://avi-on.com) for complete warranty information
- If critical for a project, Avi-on will ship replacement units ahead of final determination if it is a covered failure. Whether the customer will be billed for the units will depend on whether the devices are determined to be covered by warranty or not

AVI-ON **RETURN & EXCHANGE** (RMA) REQUEST

Please complete the following form for return or exchange of Avi-on products. Avi-on will respond to the email on this form within 3-5 business days

<https://avi-on.com/rma/>