



Return of Goods Policy

Please take note that no return is possible without a Return of Goods Authorization (RGA). Airmax Industries will refuse any and all returned products that will not have a valid RGA number. Airmax Industries will only issue RGA numbers on written requests, faxed or emailed.

Also, Airmax Industries will not accept any return during the month of September 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 Airmax Industries' General Manager or Operations Manager. To accelerate the process, please include a copy of the invoice(s) along with the return (except on annual).

1 Non Defective products:

ANNUAL

Replacement order of 1x amount being returned.

Automatic re-packing charge or 10%.

Limited to 10% of previous year's purchases.

MONTHLY

Replacement order of 1.5x the amount being returned.

Re-packing charge of 15% if necessary.

Certain items could be refused from return if it cannot be put back straight into inventory. (scratched or damaged)

In any case of non-defective return, the replacement order MUST accompany the return

Non-catalogued items (Special order or Q-number) are never eligible for any return, even annual.

When non-catalogued items are being ordered, we will not accept any cancellations (verbal or written) any later then 24 hours after purchase order has been placed at Airmax Industries.

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2 Defective products

Airmax Industries warranties all of its products to be free of defects of any kind for a period of ninety (90) days*. All returned product 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. Upon request, Airmax will credit the freight for returned product via a credit note in customer's account (copy of freight invoice requested).**
- **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 to warranty any sold item if it has not been properly used, used abusively, etc. If such case should occur, Airmax will provide the customer with a written form specifying the reason for warranty refusal.**