



RMA - RETURNS

RETURNS FOR CREDIT

ATV will accept products for credit return from distributors and integrators in good standing with ATV within 90 days of purchase with a copy of the original invoice or purchase order. For return credit requests, contact ATV sales (888-288-7644 opt 3) for a Return Material Authorization (RMA) number. An RMA is required for all credit returns. If the product is not received within 30 days after issuing the RMA, the RMA will be closed. If a return is still desired, a new RMA must be requested.

The following conditions apply when returning product for credit:

- (a) The item(s) must be new, unused, and in the original box, with all accessories.
- (b) Items that were special ordered or modified at the request of the customer are not eligible for credit return.
- (c) RMA number must be written on the return label, not on the box. Items arriving without an RMA number will be refused.
- (d) Shipping costs are the responsibility of the customer and will not be included in the credit amount issued.
- (e) RMA's will not be issued for items requiring repair.
- (f) If the unit is found to be ineligible for credit, it will be returned to the customer.
- (g) Returns are subject to a restocking fee. New items received for return credit within the first 30 days of original purchase will not be assessed a restocking fee. Between 31 and 90 days from the date of original purchase, a 15% restocking fee (*industry standard*) applies. Returns for credit are not allowed after 90 days from the date of purchase.
- (h) No credit will be issued until the unit has been evaluated.

For Distributors in signed contract agreements with ATV, the terms of returns and stock rotations may vary from the above conditions.