



RETURN GOODS POLICY

Items may be returned to Adaconn® + Inserta® (AI) for reasons including customer error, AI error, warranty, or defect. The customer must have purchased the item from us, and must provide us with either the order number or the invoice number.

Returns are to be shipped pre-paid, FOB destination. Items may be returned for any reason only after receiving a Return Goods Authorization (RGA) number. Requests for return authorization must be made within 15 working days of receipt of products, and must be received by us within 30 days of return authorization. The RGA number should be displayed prominently on the outside of the return packaging.

Shipping and handling charges are non-refundable except in the case of AI error.

Items quoted 'non-returnable' may only be returned if defective or for warranty consideration. Non stocked or special products are normally not eligible for return. An exception may be made on a case by case basis if AI has another customer for this product with an imminent sale.

For Customer Order Error, the product must be new, not used, and in the original product packaging. There can be no marks or coatings applied unless it was purchased this way. Products must be received in new, resalable condition, and should be carefully packaged to avoid damage in transit. For standard stocked products, a minimum restocking charge of \$20, or 25%, whichever is greater, shall apply. The restocking charge will be higher if the product is received damaged, to reflect rework costs.

The terms of the AI warranty shall apply for warranty returns.

For AI error or defective item, the product must be returned new, not used, and in the original product packaging. There can be no marks or coatings unless it was purchased that way. The product must be in saleable condition. A full refund will be issued at acquisition price, including freight charges if the product is returned within 30 days of return approval. A defective product may be exchanged for a new product.