



American Access

Return Goods Policy

Note: All requests must include the serial number. Custom and special orders can't be returned for credit and will not be considered for general return, for any reason other than warranty.

For credit to be considered, the return authorization (RA) number must be written and clearly visible on the outside of the return product to the address above.

Important: Return goods will ONLY be accepted and credited according to the following policy.

- 1.) Unauthorized Returns will be refused and returned to the dealer, freight at the dealer's expense.
- 2.) American Access must receive all items being returned for credit or warranty replacement within 30 days of the RA issue date.
- 3.) Upon receipt, warranty parts will be thoroughly inspected. If no problem is found with the returned part(s), the dealer will be contacted and notified that the part(s) will be returned or charged a 20% restocking fee. Please be certain that the problem is located before requesting parts that may not be needed. All merchandise returned which was neither shipped in error nor a warranty item, will be assessed a minimum 20% restocking fee. All products that have been installed will be assessed a minimum of 25% restocking fee.
- 4.) Product must be packaged with care and returned in new condition for credit to be considered.

DAMAGED GOODS CLAIMES:

Visible Damages / Losses – Do not sign the delivery receipt until all visible damage or losses are noted with the delivery carrier's driver.

Concealed Damages/Losses – You must note and advise the delivering carrier of concealed loss immediately.

At the time both visible and concealed damages are noted to the delivering carrier, a request must be made by you for an inspector.

Do not move or discard the product, packing material, etc. until the inspector has provided you with a complete damage report. The carrier is responsible for damages and losses. Upon receipt of the damage report, you must then file a claim against the carrier for your losses. Claiming lost or damaged goods is the responsibility of the dealer.

American Access is not responsible for carrier losses or damages of the product. Do not return the damaged product to American Access as it will be refused, unless prior approval has been given by American Access and a return authorization is given to you.

For further information on returns, contact the Service Department by email at: sales@aaramps.com