



APS - Returns Policy and Procedures

APS will always endeavor to assist its customers in the event that an item needs to be returned as a result of a warranty claim or it needs to be returned for other reasons.

RETURN OF GOODS WHERE THE GOODS ARE DEFECTIVE

Where an item is defective, APS requires that the Customer adhere to the following procedure:

1. The customer must email sales@aps-supply.com and advise the nature of the issue and their purchase details, including the date purchased and the invoice number for the purchase. (Please see attached form for completion).
2. APS will then reply by email with a return number and forward the Return Claim Form to be completed and signed by the customer before returning the goods.
3. APS will advise whether the goods should be returned to.
4. Where goods are found to be defective or require replacement under a manufacturer's warranty APS will replace those parts.
5. APS will not be liable for a refund of any fitting charges incurred.
6. The Customer is liable for all freight and delivery charges incurred in returning the goods.
7. Once APS has had an opportunity to examine the faulty goods, APS will make a determination (at its discretion) as to whether it will or will not directly replace the goods or whether the matter will be referred to the manufacturer for claim under the manufacturers' warranty. Where the matter is referred to the manufacturer APS will establish contact between the customer and the manufacturer and will do all it reasonably can to assist the customer in resolving their warranty claim.
8. Where the item is repairable APS may, at its complete discretion, elect to repair rather than replace the item.

Failure to follow the returns procedure could result in a delayed assessment of your warranty claim.

No return or replacement will be permitted where breakage or premature wear has occurred as a result of incorrect installation or when components are fitted otherwise than in accordance with the manufacturer's specifications of (in the opinion of APS) in circumstances that result in unacceptable load on the goods.

RETURN OF GOODS FOR CREDIT OR REFUND

We accept the return of goods and provide a full refund as required by the law where the goods:

- are defective; or
- differ from the advertised description; or
- are not fit for purpose.

To lodge a claim for any of the above reasons please follow the procedure outlined above for a warranty claim.

Once the claim is approved APS will provide you with a credit note; or refund either to your nominated bank account or where the transaction was processed by credit card, by way of a refund to your credit card.

Where the customer has any concerns in relation to the procedures to be followed the customer should call APS USA on +1 619 263 4164 or APS AUSTRALIA +61 8 9248 4419 and we will assist you with the procedures.