

RETURN OF GOODS AUTHORIZATION (RGA) POLICY AND PROCEDURES

HOW TO OBTAIN AN RGA NUMBER?

1. Complete the Return of Merchandise Authorization form
2. Model number (APA or manufacturer) and quantity
3. APA invoice number and date of purchase
4. Detailed reasons for the return for EACH item

All these criteria are necessary and must appear on any return request.

POLICIES

1. APA reserves the right, before any final decision, to have all products to be returned for exchange or credit inspected and checked by an APA technician.
2. If the original invoice for the returned product included shipping or handling charges; these costs will be deducted from the credit if applicable.
3. No return will be accepted for products damaged due to improper use by the customer or improper installation causing premature failure of the product.
4. Products whose warranty date has expired will not be accepted.
5. No return will be authorized for any product whose manufacturer's seal has been broken or visibly altered, as in the case of DVDs, software, etc.
6.
 - A. No returns will be accepted without an authorization number (RMA), which is provided upon request by telephone, email or in person through the returns department.
 - B. For a return by carrier, the information must be completed beforehand on the APA website - tab products / RMA and a copy must be included in the return box. This number must appear on the packaging of the returned product and never on the product carton or on the product itself with all the required information.
7. The customer is responsible for all shipping costs on returns to APA or to the manufacturer if required.
8. Returned products must include all instructions and the original packaging. The original box must be free of any marks or written notes. In the case of electronic products, all peripherals and associated equipment, supplied in the original packaging, must be included.

PROCEDURES

EXCHANGE OF DEFECTIVE PRODUCTS

1. Exchange at the counter (within 30 days maximum) The product may be replaced by a new product (free of charge) – however, if after the manufacturer's examination, the product is found to not be defective - or has been used, the customer must reimburse the replaced products and all costs incurred.
2. Return on warranty after 30 days - may be returned to the manufacturer according to its policy.

RETURN OF AN INVENTORIED PRODUCT

FOR EXCHANGE OR CREDIT: Standard merchandise in the original packaging and in excellent condition, in inventory, returned within 30 days of delivery. Carefully check the condition of the product. Must include instructions and ALL accessories. After a period of 30 days, a minimum 25% restocking fee will be charged. After 90 days, no returns will be accepted.

RETURN OF A NON-INVENTORIED PRODUCT (NON-STOCK)

PRODUCT ORIGINALLY SOLD NON-RETURNABLE - FINAL SALE

APA reserves the right to accept or refuse to take back this product. In the event that APA agrees to take back this product, a 50% restocking fee will apply.

REPAIR OF OUT-OF-WARRANTY PRODUCTS

As a service provided to and on behalf of the customer, APA agrees to return the product to the supplier. Before any repair, a written quote will be given to the customer for signature as approval. Once approval is received, repairs will be made. Handling fees will be calculated according to the manufacturer's instructions.