



Aventas Inc Return Policy

New merchandise may be exchanged or returned for refund with your original packing slip subject to the conditions listed below. Aventas Inc. reserves the right to decline any return or exchange where the product is not in "like-new" condition. "Like-new" means the complete product in the original carton with all equipment, packaging, warranties, manuals and accessories. **Returns / exchanges require an RMA (Return Merchandise Authorization) number, which is valid for 10 days. To obtain an RMA number, use the online RMA Request Form.** (To complete the form, log in to your Aventas Inc account and view the order you wish to return/exchange. Select "Need to return this product" which will take you to our Return a Product page.) Shipping charges incurred in connection with the exchange or return of new merchandise is non-refundable.

A 15% Open Box Fee will be charged on all returns and exchanges unless the product is defective and is exchanged for the identical product.

All other products not listed above may be returned or exchanged within 30 days of purchase, provided the merchandise is in "like-new" condition - the complete product in the original carton with all equipment, packaging, warranties, manuals and accessories.

Non-returnable and non-refundable items

Special buy or clearance items are not returnable unless otherwise indicated on the label attached to the product. Service parts, motherboards and processors may only be exchanged, and only if defective, within 30 days of purchase if in "like-new" condition. Labor, installation services and any shipping charges are non-refundable.

Refunds will take up to 14 business days to process from the date that Aventas Inc. receives the merchandise, and will be credited to the credit card or debit card account used for the original purchase.

PLEASE SAVE YOUR PACKING SLIP

Please note that we are not responsible for expenses, fees or other costs incurred by our Customers as a result of defective or incompatible products.

For further information on how to return merchandise online, see the RMA Request Form on the Aventas Inc Website. Merchandise is deemed returned online on the date that an RMA is obtained provided that Aventas Inc. receives the merchandise within 10 days of the issuance of the RMA. Merchandise received after the expiration of 10 days from the date of issuance of the RMA is deemed to be returned online on the date that Aventas Inc. receives the merchandise, and Aventas Inc. may exercise the rights and remedies set forth in the Terms of Sale including, but not limited to, the right to refuse to accept delivery of the merchandise and to charge the customer the retail price of the merchandise plus a handling charge.