

## Customer 30-Day Return Policy

### 1. Drop Ship Orders to Customers

- 30-Day “**no questions asked**” policy for equipment returned undamaged and in original shipping cartons. Customer must request an RMA for the return (See Section 3). All freight costs are responsibility of customer. (Please see return requirements in Section 2)
- Products returned after 30 days of purchase due to manufacturer defects are subject to evaluation and repair under our one-year Limited Warranty for residential and commercial use.
- If in the event an enclosure fails under the terms noted in the Return Policy, Apollo Enclosures will ship a replacement enclosure or part, if an onsite repair is not recommended or possible, at the sole discretion of Apollo Enclosures. Apollo Enclosures will be responsible for the shipping of the replacement enclosure and the return of the original enclosure at no charge to the customer. The customer must provide a valid credit card number before an enclosure is shipped.
- The customer is obligated to return the original enclosure within a fourteen (14) day window from the day the replacement enclosure ships from Apollo. Failure to comply will result in a charge for the replacement enclosure to the customer’s credit card on the 15<sup>th</sup> day after the replacement unit ships from the Apollo Enclosures warehouse in Moorpark, California.
- Shipping of the exchange enclosure gives Apollo Enclosures the right to charge the credit card on file if the enclosure has not been received within 30 days

### 2. Products Returned for Credit

- Products returned within 30 days of purchase, unopened in its original, undamaged packaging will be subject to inspection and returned for credit less discounts, taxes, fees, and shipping costs. A 10% restocking fee may apply.
- Products returned within 30 days of purchase, opened, but unused will be subject to inspection and returned for credit less discounts, taxes, fees and shipping costs. A minimum of 15% restocking fee may apply depending on condition.
- After 30-days, all returns are subject to warranty or (non-warranty after 1-year residential and commercial) repair and return to customer. No other returns are accepted.
- Returns for credit will be approved and processed only when Apollo Enclosures has inspected the product for completeness including its physical and operational condition.
- Returns for credit must be accompanied by an accurate detailed description of why the item is being returned.
- Returns for credit will be denied if the product has been altered, tempered with, installed incorrectly, overpowered, or damaged from abuse or mishandling.
- All freight charges are billed directly to dealer/customer.

### 3. Return Material Authorization (RMA)

- A Return Merchandise Authorization (RMA#) must be issued by Apollo Enclosures before any product is returned.
- Products to receive warranty replacement or repair require the Model # plate and manufacturing code to be intact and end-user dated proof of purchase must accompany the unit.
- Any unit sent in without an RMA# may, at Apollo Enclosures discretion, be returned in the same manner and condition as it was received, freight collect, without prior notification.
- All RMA’s must be received within 14 days of the date the RMA number was issued.
- All products must be packed and shipped as stated within the warranty instructions included in the product manual.

### 4. Products Returned for Repair or Replacement

- Return packaging: Enclosures should be returned in original packing carton with all necessary inserts to prevent further damage. If packing material has been discarded, customer should contact Apollo Enclosures customer service (888-414-5919) to purchase replacement-packing material. Equipment received physically damaged (**other than from original shipment freight damage, which should be reported to freight carrier immediately upon receipt**) will be billed to Dealer at cost of repair.
- For warranty repair, a dated copy of the sales invoice to the end-user must accompany the product to validate the beginning of the warranty period. Without this invoice, the warranty period will begin from the date of manufacturing, which is coded on the Model number plate located in the bottom right corner of the back panel.
- Products must be accompanied by a detailed description of the problem(s) to be repaired.

- Non-warranty repairs or replacement returns may be subject to an estimate fee or restocking fee, which may be applied to the final repair or replacement costs of the unit.
- A product, which has been altered, tampered with, installed incorrectly, overpowered, or damaged from abuse or mishandling voids any and all warranties. The owner may opt to have the product repaired (if possible) at the owner's expense for parts, labor and shipping costs.

### **5. Warranty Period**

- Apollo Enclosures offers a One (1) year in-factory Limited Warranty Policy that covers product parts and labor for 12-months from original shipment from Apollo Enclosures. (See full policy at [www.apolloenc.com/support](http://www.apolloenc.com/support))