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AUXILIARY PROCESS ENGINEERING CREDIT CARD PURCHASES RETURN POLICY
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AUXILIARY PROCESS ENGINEERING is determined to provide the best service in our industry. We realize that possibility exists that one of our highly valued customers could receive the wrong product for one reason or another. AUXILIARY PROCESS ENGINEERING wants to make sure that you are happy and that you get the right products - in good condition. Our credit card return policy below is the guideline we use to be reasonable to all and to keep our prices low.

- 1) If we make a mistake and send you the wrong product, we'll gladly take care of it!! Just email us with the invoice number and tell us what the problem is. We'll email you an RGA number (Returned Goods Authorization number) along with instructions on how to ship it back to us. We'll pay the return freight.
- 2) If you mistakenly ordered the wrong item, don't worry, we'll take care of that too. Just contact us with the invoice number and tell us about the problem. We'll email you an RGA number and instructions on how to ship it back to us. (Sorry, we can't pay the return freight on this type of return.) There is a nominal 25% restocking fee.
- 3) If you receive a damaged item, please contact us immediately so that appropriate actions may be taken to replace the item.

Incorrect products may be accepted for return - after inspection. To receive full credit for returned product(s), all of the following must be met:

- A) The product(s) MUST NOT have been installed or used.
- B) The returned item(s) must be in the original packaging, suitable for sale.
- C) A copy of your receipt must accompany the returned item(s).
- D) You must contact us about the return within 30 days of purchase.

Additionally we prefer that your return is sent to us via UPS or another shipping company that allows for tracking of items during shipment.

Returns are not accepted by our receiving department without an RGA number.

AUXILIARY PROCESS ENGINEERING reserves the right to deduct credit for repackaging and or reconditioning returned item(s).

We regret that we cannot accept product for return if it has been installed or contaminated in any manner. For any problems with installed products, or all non-credit card purchases, please see our WARRANTY policy in our standard Terms and Conditions.