



CHANGING THE WAY YOU SEE YOURSELF

www.aputations.com • e: sales@aputations.com • p: 1.800.639.6864 • f: 925.245.9203



## APTATIONS, INC. WARRANTY & RETURN POLICY

Aptations, Inc. mirrors are warranted to be free of defects in material and workmanship for three (3) years. This warranty does not cover damages resulting from accident after purchase, misuse, abuse, lack of reasonable care, loss of parts or installation in showers. The life of the finish will be best cared for, especially in areas of high heat and moisture, by keeping all surfaces clean and dry. For lighted mirrors, this warranty does not cover the original light bulb beyond the “normal” lifetime for the bulb. The customer should be sure the problem is a manufacturer’s defect and covered by the warranty before accepting a mirror back from the 3rd party customer. To initiate a return or warranty claim, contact Aptations Customer Service for a Return Authorization (RA) number.

**Any alteration to merchandise automatically voids your Aptations Warranty and Return Policy.**

**All claims for returns require a RA number**, which can be obtained by;

- sending an email to [returns@aputations.com](mailto:returns@aputations.com)
- or faxing your request to 925-245-9203

**Products sold at a price that has been discounted more than 30% from the normal price are not eligible to be returned.**

The original purchase order number and the reason for the return are required to document requests for returns. All Authorized Returns must be shipped freight prepaid unless prior arrangements are made.

### RESTOCKING FEES

There will be no restocking fees assessed for returns of defective merchandise or for shipping errors made by or on behalf of Aptations, Inc. However, in those circumstances involving returns of non-defective merchandise where no shipping error has occurred, a \$15.00 minimum or 35% Restocking Fee, whichever is greater, will be assessed for merchandise returned within 120 days of shipping. **We do not waive restocking fees.** These goods must be returned in resalable condition. All parts must be returned. The product display box must be in the original condition with no stickers, tears, or defects. The internal packaging materials must be included and be in good condition.



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### **RETURN ADDRESS**

Aptations, Inc. will accept returns for manufacturer's defects or shipping errors made by Aptations, Inc. All approved returns with an RA number need to be returned to our fulfillment warehouse located at:

IFS - Symbia c/o Aptations  
12505 NE 41st Street #200  
Kansas City, MO 64161

The label must include the assigned RA number, the IFS number and the original PO number. All authorizations for returns expire if the product is not received within 30 days from the time the RA was originally issued.

### **DETERMINATION OF RETURNS VS. DESTROY IN FIELD (DIF)**

Aptations, Inc. prefers to destroy damaged goods, rather than return them. The objective of our Destroy in Field (DIF) policy is to reduce waste and avoid unnecessary costs for shipping unsalable goods back to Aptations, Inc. In cases regarding unusual damage claims Aptations, Inc. may want to analyze the manufacturer's defects to improve product quality so a Return Authorization may be preferred rather than to DIF.

### **DAMAGED MERCHANDISE**

Aptations, Inc.'s customers have **30** days from the receipt of goods to make a claim for damages or shipment errors. For claims for damages incurred during shipment, please notify Aptations, Inc. Customer Service Department as soon as the damaged merchandise is received. **SAVE ALL SHIPPING MATERIALS AND LEAVE BOX AS IT WAS RECEIVED** until a parcel inspector sees the damaged item(s). Physically damaged merchandise or merchandise that has been altered cannot be returned. Custom-made mirrors are non-refundable except for manufacturer's defects.

### **ISSUANCE OF CREDIT MEMOS, STATEMENTS, OR CHECKS**

Aptations, Inc. issues Credit Memos. Copies of credit memos will be emailed or faxed upon request. No checks will be issued to any customer for a refund on returned merchandise. All merchandise returns or DIF's will be credited to the customer's account. **All credits not used within one year of the date of issuance will expire.**