

Policy Statement: Guidelines for Returning Goods

RETURNS

At Advant Solutions, we stand by our "We Know Service" standards and are committed to providing exemplary service. We understand there may be occasions when product needs to be returned. The guidelines for returning product are as follows:

All products distributed by Advant Solutions are guaranteed against defects according to each manufacturer's warranty. Credits are guaranteed only upon manufacturer's acceptance of warranty claim.

Please request a Return Merchandise Authorization (RMA) **before** returning products by contacting Advant Solutions technical support at 281-444-4014 or support@advantsolutions.freshdesk.com. Technical support will work with you to perform initial troubleshooting steps to correct the issue and, if necessary, recommend returning the product for evaluation. Please note, returns will not be accepted without an RMA. The customer may be required to work with the manufacturer to get an RMA.

Returned items must be received within 30 days of issuance of RMA. Returns are typically processed within 15 business days from receipt in our warehouse, except during the peak season (June-August) where the processing time can be up to 30 days.

It is the customer's responsibility to ensure that the returned goods are adequately packaged to prevent damage during transit. We recommend using a reputable shipping service and obtaining a tracking number for your reference.

Customers are responsible for any shipping or handling fees associated with the return, unless the return is due to an error on our part. Defective and warranty returns cover product only.

All standard (not defective related*) returns are subject to a minimum of 50% restocking fee. If returning non-stock product, the restock fee could be higher, up to 75%, or may not be eligible for return. Return eligibility and restock fees vary by manufacturer. To verify a specific manufacturer's policy please contact our Customer Service department.

Please note that Advant Solutions reserves the right to refuse returns that do not meet the above guidelines or are in violation of our and/or the manufacturer terms and conditions. For any further clarification or assistance regarding our return policies, please don't hesitate to contact our Customer Service team.

*This pertains to product still in the original packaging, intact, without having been installed, and deemed in re-sellable condition by Advant Solutions per our requirements

There are 2 options for processing returns:

1. **Advance Replace** - Advant Solutions *ships and bills* replacement before receiving the return for evaluation.
 - a. Replacement
 - i. We will email you a quote for the replacement product with standard ground shipping. Any expedited shipping will result in an additional charge.
 - ii. Once you approve the quote, we will enter the replacement order and send you an invoice according to the terms of your account.
 - iii. The invoice is to be paid prior to shipping of the replacement order.
 - b. Return
 - i. We will email you a return material authorization (RMA)
 - ii. Please print and sign the RMA, place it inside the package with the return product, and ship the package to Advant Solutions or the manufacturer (we will provide specific instructions).
 - iii. Write the RMA number on the package and shipping label to assist in routing to the correct department.
 - iv. Once we have received the returned product, we will inspect and test it.
 1. If the returned material is defective and within the manufacturer's warranty, we will credit your account for the return.
 2. If the product is non-defective, damaged, missing components, or outside warranty, we will ship it back to you without issuing credit for the advance replacement.

2. **Repair & Replace** - manufacturer evaluates the return for repair and warranty.
 - a. Return
 - i. We will email you a return material authorization (RMA)
 - ii. Please print and sign the RMA, place it inside the package with the return product, and ship the package to Advant Solutions or the manufacturer. (We will provide specific instructions)
 - iii. Write the RMA number on the package and shipping label to assist in routing to the correct department.
 - b. Repair/ Replace
 - i. Once we have received the returned product, we will inspect and test it.
 1. If we can repair the product, we will return it to you fully functional.
 - ii. If we cannot repair the product.
 - a. we will replace the product if within the manufacturer's warranty, issuing a credit memo for the returned item along with an invoice for the new item.
 - b. we will ship the product back to you if the product is outside the manufacturer's warranty. No credit will be issued.