

The logo consists of the letters 'A' and 'F' in a bold, blue, sans-serif font. The 'A' and 'F' are connected at the bottom, with the 'F' having a slightly curved bottom edge.

DISTRIBUTORS

Return Merchandise Authorization



DISTRIBUTORS

Return Merchandise Authorization (RMA)

Our customers have 60 days to file an RMA. [RMA forms](#) must be completed entirely and include pictures of the item(s) you wish to return. Once submitted, the RMA process with our customer service team can begin.

How does an RMA work?

Return authorizations must first be approved by AF Distributors. All eligible products must be returned in their original packaging and in new, re-sellable condition.

Return Merchandise Authorization Form: <https://www.afdistributors.com/return-policy/>

Is there a re-stocking fee?

Yes. If eligible for return, a 20% re-stocking fee will apply.

What if an RMA is issued by the manufacturer for a warranty?

Some manufacturers will request that warranty claim items be returned directly to them. In this instance, we will coordinate with the manufacturer and we will provide both the RMA and the BOLs to you.

If I refused damage product, will I need an RMA?

No. If product is refused due to damage, the freight claim will be automatically initiated by the carrier and returned to AF Distributors. Please alert our customer service team immediately so we can coordinate a replacement shipment or issue a credit.

Is an RMA the same as a credit?

No. An RMA is simply documenting and approving the return of merchandise to AF Distributors. Upon approval, credits will be issued and are handled on a case-by-case basis. For example, RMAs received in unsellable condition are not eligible for credit. To avoid running into a situation like that, it is best to ship your return in a way that minimizes damage. If the product is eligible for credit, it will be applied to the original invoice.

Can I return obsolete or special-order items?

No. Special order items cannot be canceled or returned once they have been ordered from the manufacturer. Obsolete or discontinued product cannot be returned once purchased.

What happens if I get an RMA approved by AF Distributors but I don't ship back the product?

RMA's are valid for 60 days. If the items are not return to AF Distributors in new, re-sellable condition by that time the RMA will expire and the product will not be eligible for a new RMA.

(continued on next page)



DISTRIBUTORS

Return Merchandise Authorization (RMA)

What happens if the product I am returning is damaged or unsellable upon receipt?

It is our customers' responsibility to return the product in the same new/undamaged condition in which it was received. If a returned product is damaged, it will not be eligible for credit. We are not responsible for items received damaged.

Can I return a product that has been installed or burned?

No. If a customer has installed or burned a product, the RMA will be denied. This is a liability issue and AF Distributors is not responsible for any items once they have been installed and/or burned. If an item is believed to be defective, we will be happy to assist you with the warranty process.