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RETURN POLICY

Non-Defective Items – 7 days return policy

Non-defective merchandise that is returned with a broken seal or which is returned more than seven (7) days after the purchase/receipt date will be subject to a 15% restocking fee. Non-defective merchandise that is unopened with the seal intact and which is returned within seven (7) days from the date of purchase/receipt qualifies for a full refund.

In all return cases, buyers are responsible for costs associated with return freight/shipping. Any refund will not include a refund of original freight/shipping costs.

All refunds will be issued in the same form in which original payment was made, except cash payments. Cash payment refunds will be issued in the form of a check.

Defective Items – 30 days manufacturer limited warranty

In the event that a defective can be repaired with replacement parts, Asa will supply replacement parts at no cost to the customer. However, the customer will remain responsible for shipping charges related to returned items. Customers are responsible for all shipping costs related to returned items.

RMA number required for all returns

All returns must be authorized by Asa Products, Inc. prior to the return of any merchandise. The customer must notify the Asa Customer Service Department of defects in order for any return to be authorized. Upon notification, Asa will supply an RMA number (return authorization number) if applicable. RMA numbers are valid for up to ten (10) days after issuance. Each returned item must include an RMA number and returned within ten (10) days. Items returned without an RMA number will not be accepted.

For returns that are authorized, customers will receive shipping instructions, a shipping label and an RMA number.

For better service, please have the following information on hand when calling the Asa Customer Service Department: invoice number, model number, the date of purchase, your phone number and a detailed explanation of the problem.

To request an RMA number, call Asa Customer Service by dialing (877) 869-6451 or send an email to info@asaproducts.com. If calling after hours or if an Asa Customer Service agent is not available, leave a detailed message with your contact information to insure that your request meets the RMA number request deadline.

Unless otherwise agreed upon, this return policy applies to all retail transactions.

All returned products must be returned in the original packaging/box. If the original packaging/box is no longer available, contact Asa Customer service regarding packaging requirements for returns.

For any return, all parts, pieces, documentation and tools included in the original package must be returned.