

Terms & Conditions of Sale

Please read the following Terms and Conditions of Sale carefully:

1. Warranties

All products sold by Avemia USA are covered by our limited warranty. Our regular products have a one-year warranty from the date of purchase. Any products that are not covered by our one-year warranty policy are as written on the receipt. Warranty will be voided if the original serial number on the product is removed or altered in any way. Please ask our representatives for details.

2. Price

Product price are subject to change without notice. Avemia USA is not responsible for any mistype. However, we will correct any misunderstanding once we have discovered or have been notified of any errors.

3. Payments

Accounts that reach delinquency will be subject to a finance charge of 30% APR. Clients/Customers will be responsible for collections or legal costs incurred. There will be a \$25.00 fee for any return check.

4. Service and Support

Please contact our technical support at 626-813-1988 if you have any questions or problems regarding our product(s). The product may be returned if there is no solution to the problem. If you receive damaged product(s) in the shipment, please notify the shipping company and mark down on the Bill of Lading immediately. Report to our representative within 3 days from the date the order was received. Failure to do so may results in the revoke of the RMA right of such damaged products.

5. RMA (Return Merchandise Authorization) procedures

- All product return request must have an RMA number. To obtain an RMA number, please call our customer service at 626-813-1988.
- Obtain an RMA form from our representative and fill it out.
- Send the return product to us along with a completed RMA form in the shipping box.
- RMA request with missing or incorrect serial number(s) may result in a delayed process or a rejection of request.

Our address is:

Avemia USA
RMA Department
4802 Littlejohn Street, Unit C
Baldwin Park, CA 91706

6. RMA policy

- RMA number must be marked clearly on the shipping box. Avemia USA. will refuse the shipment if there is no RMA number on the shipping box.
- All RMA must be returned with its accessories and be packed in its original packing materials. Avemia USA. reserved the right to refuse any incomplete returned product.
- Promotional items bought using coupon, discount or other special offer may be returned for replacement of the same items only.
- Avemia USA reserves the right to refuse any items that have been physically damaged or noticeably misused. Physical damages on any RMA void all warranties.
- Customer is responsible for the return shipping charges. Shipping charges are non-refundable.

7. Restocking Fees/ Exchange

All items returned for a refund are subject to a 20% restocking fee. Refund will be issued as store credit and can be used for any purchase. Exchanges will only be accepted within 30 days of purchase date.

8.Promotion Policy

Offer available to Avemia USA customers only. All transactions must be COD or credit card. Tax charged on pre-promotion price where required. No return or refund to all Free items offered by Avemia USA Free items are offered as is. Refunds for discounted items are subject to 20% restocking fee of the purchased price and will follow the policy stated in point #7 herein. Offers are subject to change without notice. Void where prohibited by law.

Note: It is highly recommend that customer should contact our customer representative to solve any problem from our products before returning it