Return Policy

- I. Returns No return of merchandise will be accepted without prior WRITTEN approval (RA) Return Authorization from AEI Corporation. All return requests should be submitted to AEI Corporation via email to returns@aeicorporation.com or fax to 949-474-0559.
 - a. Please include the following information when submitting your return request: i. Original purchase order number
 - ii. Item number, description, quantity and reason for return
 - iii. AEI account number, company name and address
 - iv. Person requesting return authorization and contact information
 - v. Once a return authorization number (RA#) has been obtained, all items must be shipped in original packaging and in resalable condition. Once item(s) are received, AEI

Corporation will inspect the item(s) and issue credit within 5 business days. Any credit for returns must be redeemed in its entirety within one year or it will be forfeited.

- **II. Restocking Fees –** Our return fees are based on the condition of merchandise received and cannot be determined prior to receipt. Please ask your customers to repack the product with care. These are our inspection guidelines and return fees:
 - a. 5% restocking fee: Merchandise is returned in original condition, freight prepaid, restocked and under 30 days of purchase.
 - b. 10% restocking fee: Merchandise needs to be re-boxed. Carton damage is the most common, with shipment back and forth via parcel carrier.
 - c. 15% restocking fee: Merchandise requires extra work with minor repairs without replacing parts (i.e. tightening screws, minor detailing).
 - d. 25%+ restocking fee: Will be charged under the following circumstances:
 - i. Merchandise returned without authorization.
 - ii. Merchandise received 30 days after RA was issued.
 - iii. Merchandise received 60 days from original purchase date.
 - iv. Infratech: "Special Order" heater voltages (277 volt and 480 volt)
 - v. Infratech: "Special Order" heater and flush mount colors (8 standard colors)
 - vi. Infratech: All custom controls with re-order of new panel.

III. Non-Returnable Products:

- a. **Infratech:** All heaters and/or flush mount kits with "special order" paint outside of White, Biscuit, Almond, Beige, Black, Bronze, Grey and Copper colors. For example, "RED" colored heaters.
- b. Infratech: Pole Mounts are "made to order" and non-returnable.
- c. Infratech: All custom controls without re-order

- IV. Damages & Freight Claims It is the responsibility of the consignee to inspect all shipments before accepting goods from the carrier. AEI Corporation assumes no responsibility for damages occurred during shipment. Ripped, broken or damaged parts not caused by freight damage must be reported to AEI Corporation within 72 hours of original receiving date. All shortages of merchandise or damage must be noted on the Bills of Lading or delivery receipt and immediately reported to the freight carrier. Claims for freight damage or losses must be handled between the consignee and/or Authorized E-Commerce Vendor Partner and carrier. If there is concealed damage please contact the freight carrier's agent immediately so that merchandise can be inspected. All cartons and packaging must be saved. The agent is required to issue a "concealed damage" report. The carrier is responsible for their repair or replacement of the item(s). AEI Corporation will render all possible assistance in settling claims. No deductions from payment will be allowed for freight damages or losses. In the case of manufacturing defects, see "returns" above.
- **V. Salvage Option -** Damaged returns that are not noted on the "RA" (damaged during the return) will be inspected and the dealer will be notified within 72 hours. Carrier claims are the responsibility of the dealer to file within 10 days and if requested, we will hold this merchandise during this 10-day inspection period.
 - a. After 10 days, you must let us know if you would prefer to pick up the damaged items or we will automatically salvage main usable components. AEI Corporation would credit the major parts at the current dealer's replacement cost less 25%. Any credit for salvage will refer to the original product invoice.