



Avgroup Return Policy

Any unit purchased from Avgroup stock may be returned for credit, provided that it is returned sealed (in its original, unopened, undamaged packaging, with all documentation, just as it left Avgroup), via appropriate shipping methods.

Any sealed unit returned will be subject to a twenty percent (20%) re-stocking fee.

For any unit returned more than forty-five (45) days from the date of purchase, acceptance and any return credit will be at Avgroup's discretion and may incur up to a 100% restocking fee.

Special-order units (units purchased by Avgroup from a third-party vendor for a specific customer) are generally not returnable, however, if such a unit is returned and accepted, Avgroup reserves the option to invoice the customer for any restock fees charged by the third-party vendor to Avgroup, regardless of the return date.

If a unit is returned unsealed, any costs incurred in the recertification of that unit to the condition stated on the original invoice, plus any applicable restock fees, will be deducted from any refund or will be invoiced to the customer.

Recertification fees will apply to any unsealed units returned without regard as to whether the unit was actually installed or otherwise used.