

## **Limited Product Warranty & Return Policy**

### **RETURN POLICY**

Requests to return merchandise must be received by AO-ERP's Customer Service or Technical Service departments within 30 days from the date of the AO-ERP invoice. Prior written authorization by AO-ERP is required before merchandise is returned. Returns are F.O.B. Distribution Center and must have the shipping charges prepaid. Merchandise is subject to inspection for salable condition and a minimum handling and restocking charge of 25% or \$25, whichever is higher. Unauthorized returns will not be accepted.

### **WARRANTY**

AO-ERP warrants its products to be free of defects in materials and workmanship. This warranty extends to the original purchaser for the period of time noted below. The warranty is limited to rectifying such defect and/or replacing such defective part, provided the part or the product is returned, shipping charges prepaid, to the AO-ERP Distribution Center and is found by AO-ERP on inspection to be defective in material or workmanship. The determination to repair or replace items covered under warranty shall be the sole right of AO-ERP.

### **LIMITATIONS**

This warranty is subject to the following limitations: Parts and products that have been improperly installed, abused, damaged, or altered in any way are not covered by this warranty.

Other than the above described obligations, AO-ERP assumes no further liability with respect to the sale or use of its products.

Damage caused by extreme misuse or abuse of the product(s) will not be covered under the warranty, and the determination of damage will be at the sole discretion of the AO-ERP quality team.

### **WARRANTY PERIOD**

All AO-ERP products are warranted for 30 days from date of invoice with the exception of small diameter fibroscope subassemblies (SDSA). The customer has two (2) business days from receipt to inspect, identify any defect in material or workmanship, notify AO-ERP, and start the return process for the SDSA.