

Altec AIR, LLC. Provides the Following Details Regarding the Process for Authorized Return and/or Exchange of Altec AIR Products.

RETURN AUTHORIZATION PROCESS

1. Return Authorization of all products must be confirmed with the Altec AIR Inside Sales Team at:
sales@AltecAIR.com
1-800-521-5351, Option 2
2. Accepted return window will be within 90 days of receipt of the original invoice. This will be verified by the Inside Sales Team prior to issuing an RMA number.
3. Returns under \$250 will not be processed.
4. Products must be unused and with original packaging.
5. Customer is responsible for the cost of return shipping to Altec AIR.
6. A restocking fee of 25% will be applied to the return once products are received and inspected.
7. Credit will be processed within 5 business days of receiving the returned products.
 - a. Credit will not be issued for used or damaged products.

Any questions regarding the above Return Authorization process, please contact the Altec AIR Inside Sales Team at sales@AltecAIR.com or 1-800-521-5351, Option 2.