

# Aerovex Systems Return & Exchange Policy

Thank you for shopping at Aerovex Systems! In the event that you are not fully satisfied with any item you purchase, **we happily accept returns on any items within 15 calendar days of delivery date.** Thus, If you want to return or exchange your purchase, please know that the time period begins the day you receive your product. Additionally, in order to be eligible for a return, your item must be **undamaged and returned in the same condition you received it.** Your item must be in the original packaging with all components and/or accessories. ***Please note: We cannot accept a return outside of the 15 day window.***

## Restocking Fees

A 10% restocking charge will be applied to all returns of portable units.

A 20% restocking fee will be charged for all non-defective products.

A 25% restocking fee will be deducted if a return is inspected and found not to be in resalable condition (i.e. used/dirty filter).

## Shipping and Handling

- Shipping and handling costs are not refundable.
- Aerovex may deduct return shipping costs from your refund amount.
- Shipping costs associated with Free Shipping and/or Discounted Shipping promotions will be deducted from the refund amount in the event of return.
- Returns must be pre-paid and Aerovex Systems cannot accept C.O.D deliveries.
- If Aerovex Systems pre-pays return shipping, all return shipping costs will be deducted from the refund.

## Final Sale

- All Ceiling Mount Units are Final sale.
- All replacement or spare parts are final sale.
- All Filters are final sale. In the event that the wrong replacement filter is ordered, contact us to obtain an exchange. All shipping costs associated with an exchanged will be charged prior to exchange.
- All special ordered or custom-made products are final sale.

Accounts will be credited following the receipt, inspection, and approval of returned products.

## Contact us

Start your return by emailing us at [info@aerovexsystems.com](mailto:info@aerovexsystems.com) or calling 1-800-288-2023

