



**The Clear Choice**  
Water Filtration Systems

## **PRODUCT RETURN POLICY (RMA)**

Any item to be returned requires prior authorization from Aquafilter customer service department, email: [sales@aquafilter.com](mailto:sales@aquafilter.com), phone (+48 42 6131910, +48 42 6131911) or by fax (+48 42 6559970).

Requests for returns of merchandise (other than materially defective merchandise) must be within one (1) year from the date of the Aquafilter invoice date.

The purchaser's order number or Aquafilter invoice number must be provided when requesting the authorization.

Aquafilter reserves the right to deny requested product returns.

Approved returns will be issued a return authorization number RMA from Aquafilter customer service department.

Product returned without prior authorization by Aquafilter will be refused.

Approved returns will be given a return authorization number RMA.

The RMA must be plainly displayed on the outside of the parcel or parcels being returned or packages will be refused.

Product must be returned within sixty (60) days upon issuance of the RMA.

If product is not returned within sixty (60) days, the RMA will be void and any packages returned will be refused.

Items said to be defective will be submitted to Aquafilter Quality Control Department for evaluation and, if determined to be a material manufacturing defect, credit or a replacement will be issued as Aquafilter option.

Items sent out incorrectly by Aquafilter will be credited upon return of the product.

A replacement order will be sent upon request by purchaser.

Items to be returned as a result of over-stock; being incorrectly ordered, on an order cancelled by purchaser, will be assessed a 30% restocking fee and the company sending the returns will be responsible for return freight charges.

All items returned with the exception of goods claimed materially defective; must be in even case lots, in their original packaging, and in new and unused condition.

Any product returned failing to meet the above guidelines will be destroyed with no credit issued.

Any items returned to seller without seller's authorization or an RMA will be refused.

For further questions regarding this policy, contact the Aquafilter Sales Department [sales@aquafilter.com](mailto:sales@aquafilter.com).