

# AP Tools LLC Return and Cancellation Policy

## SHORTAGES OR SHIPPING DAMAGE:

If shipping crate, box, container, etc., and / or the contents appear damaged, **the consignee must note the damage on the waybill, take photographs of said damage**, and file a claim immediately with the freight carrier. Most shipments from AP Tools LLC are insured for loss or damage. Please notify AP Tools LLC immediately for specific instructions. In the event such a shipment was made under the purchaser's shipping account, the purchaser must assume the burden of filing all claims, providing documentation, proof of damage, and seeking compensation / relief from the carrier. Any shortages must be reported in the same manner if it appears it occurred during shipping.

## RETURNS:

If it has been determined that an item was used or damaged while in possession of the customer, such as to prohibit its re-sale condition as "new", there will be a 100% restocking fee (this excludes warranty claims).

*If a return is because of our error*

- A. If an order was incorrectly filled, we will make an attempt to correct it if notified within 30 days of sale. If a replacement is not available, the item may be returned for a full credit of the purchase price, without a restocking fee. AP Tools LLC will cover the cost of return shipping.

*If a return is because of your error*

- B. If the purchaser mistakenly ordered the wrong tool, or found the tool was not needed, the purchaser may return the **un-used** item at their expense for a refund, less a restocking fee of 15% or \$15.00, whichever is greater. Pre-paid shipping fees on our account will not be refunded. Returns after 30 days of sale will be subject to a 100% restocking fee.

Note: Items classified as "Special Order" cannot be returned or refunded under this subheading and all sales will be deemed final.

*If a return is because of warranty*

- C. If an item manufactured by AP Tools LLC is found to be defective in material or workmanship that affects its form, fit, or function within 1 year of the date of sale, we will make an attempt to replace it with an equivalent item. If a replacement is not available, the tool may be returned for a full credit of the purchase price, without a restocking fee at the customer's expense.
- D. If an item was found to be defective and was sold by AP Tools LLC as a re-sale item, the manufacturer will be the responsible party to warranty all claims as per their policy. The customer is encouraged to enquire about these warranties prior to purchase.

# **AP Tools LLC Return and Cancellation Policy**

## ELECTRONIC / ELECTRICAL ITEMS:

Electrical or electronic items cannot be returned unless there is a manufacturer's defect or an order error on the part of AP Tools LLC. In the case of a defect, we will coordinate to provide a replacement after the manufacturer has assessed the problem and made a determination. If a replacement is not available, a refund will be offered as an option.

## ORDER CANCELLATIONS:

### *Custom Prototypes / Non-Production Items*

- A. Cancellations and full refunds can only be made within 1 business day of the order submission for items to be made from customer supplied drawings or working models that we may / may not plan to produce in production. After one business day, there may be a charge for the labor, materials, and / or machine tooling already invested up to 100% of total cost.

### *Items Offered On AP Tools LLC Website by Part Number*

- B. Cancellations / refunds can be made without restocking fee if the item has not shipped. After the item has shipped, it will fall under subheading: "Returns" above.

### *Special Order Items*

- C. Cancellations and full refunds can only be made if we have not committed to any acquisition of items to fulfill a customer's purchase order.

## RETURN AUTHORIZATION:

Do not send a shipment back without authorization. Shipments returned without authorization may be charged additional holding fees or rejected all together.

## SHIPPING INSTRUCTIONS:

Do not send a shipment back without a provided return address. All return shipments must be insured for full value and packaged sufficiently as to prevent loss or damage. C.O.D. deliveries will not be accepted.