

WALMART.COM CUSTOMERS

AIMS Power® PRODUCT WARRANTY POLICY

AIMS Power® will either repair, replace, or refund at its option, defective AIMS Power® branded products according to the specified warranty periods below:

RECEIVING YOUR ORDER - Be sure to inspect for any damage or incorrect quantities BEFORE signing for the product. If you accept the product make sure to have the carrier NOTE the damage before signing.

All AIMS Power® branded products—Warranty depends on product and product category. See individual product specifications for warranty info. Warranty is void if product has been altered, scratched, damaged or tampered with in any way. After 30 days, defective product may be returned for repair or exchange only. AIMS will review the condition of ALL returned product. AIMS does not refund any shipping fees.

RETURN SHIPPING METHOD

AIMS Power strongly recommends you fully insure your return shipment in case it is lost or damaged in transit. AIMS Power® will not be held responsible and warranty will be voided. We also recommend you use a carrier that can provide you with proof of delivery for your protection. Remember to keep your Tracking Number.

Any shipment arrived damaged will be immediately refused or will be held at the warehouse until customer pays for return shipping or files an insurance claim with carrier. Customer will be responsible for return shipping and handling any claim of an item returned with shipping damage. No exceptions.

TO RETURN MERCHANDISE:

OBTAIN A RMA #

1. All returns must have a RMA number for processing.
2. Packages without a RMA number on the outside of the package will not be accepted.

RETURN PACKAGING – Repack the product in its original packaging, along with all manuals and related materials. Place the packaged product in a protective outer

box. The RMA number must be clearly marked on the outside box / package. **Please Note: We must receive all original products in order to process your return or exchange. AIMS Power® is not responsible for products that are damaged due to poor packaging or lost shipments. Remember to keep your Tracking Number.**

RETURN SHIPPING CHARGES – The customer is responsible for shipping charges on returned products; AIMS® will send replacements via Ground freight at no charge. We recommend shipping via ground.

RETURN SHIPPING METHOD – AIMS Power® strongly recommends you fully insure your return shipment in case it is lost or damaged in transit. We also recommend you use a carrier that can provide you with proof of delivery for your protection. Remember to keep your Tracking Number.

Any shipment arrived damaged will be immediately refused, or will be held at the warehouse until customer pays for return shipping or files an insurance claim with shipping carrier. Customer will be responsible for return shipping and handling any claim of an item returned with shipping damage. No exceptions.

PRODUCT DAMAGED IN TRANSIT – If your product arrived DAMAGED in transit, it is best to REFUSE it back to the carrier attempting delivery. Please inform AIMS Power® of the refusal. If you accept the package, make sure it is noted on the carrier's delivery record in order for AIMS Power® to file a damage claim. Save the merchandise and the original box and packing it arrived in; notify AIMS Power® immediately to arrange for a carrier inspection and pick up of the damaged merchandise.

RETURNED PRODUCT CONDITION:

LIKE NEW CONDITION – All returned products must be returned 100% complete, including all of its components, all original boxes and packing materials, manuals, blank warranty cards and other accessories provided by the manufacturer.

INCOMPLETE, SCRATCHED or DAMAGED CONDITION – AIMSPower® reserves the right to refuse crediting the customer's account and the product will be returned to the customer. A 20% restocking fee may be applied for product in unsaleable condition.

DEFECTIVE PRODUCT – After 30 days, defective product may be returned for repair or exchange only, at AIMS®'s option.

Upon receipt of an RMA number, ship returns to the following address:

AIMSPower®

Attn: Returns Dept. (Note RMA #)

9550 Gateway Drive

Reno, NV 89521