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AVENTICS Pneumatics Shop退货规定

一般规定

1. 所有被退回工厂的产品，无论因任何原因，**必须**带有授权退货码。
2. 退还任何产品**之前**，**必须**向客户服务部门申请退货码。退货码[在此](#)申请。
3. **所有**被退回的产品应通过运费预付的物流方式被寄送至AVENTICS。若退货原因系由AVENTICS造成，运费由AVENTICS承担。除非得到工厂的事先同意，运费到付的产品将被拒收。

退、换货

1. 退货码应标注在包装箱上方或侧面，否则货物将被退还至顾客，相关运费由顾客承担。
2. 以运费预付的物流方式向工厂寄送货物。
3. 需注意，退、换货时可能产生退货费。在获得退货授权、完成相关手续之前，不得将产品退回。

主张产品瑕疵而退货

1. 退货码应标注在包装箱上方或侧面，否则货物将被退还至顾客，相关运费由顾客承担。
2. 以运费预付的物流方式向工厂寄送货物。
3. 产品瑕疵的主张经确认后，退回产品将得到免费的修理或更换。
4. 若产品瑕疵的主张被驳回且/或质保期已过的，我方将通知顾客并依据顾客的指示处理该等瑕疵产品。
5. 若产品瑕疵的主张被驳回且/或质保期已过但客户仍要求修理或更换的，顾客应提交购货订单，以支付修理或换货而产生的费用。网站收到相关订单之前不会启动修理或换货程序。

AVENTICS PNEUMATICS SHOP RETURNS POLICY

GENERAL POLICY

1. ALL product returned to the factory, for any reason, MUST be identified with a Return Material Authorization number.
2. RMA numbers MUST be requested from the Customer Service Department PRIOR TO the return of any material. RMA requests are made [here](#).
3. ALL returns are to be shipped Freight Prepaid to AVENTICS. Customer will be credited for freight charges if AVENTICS is determined to be at fault. Collect shipments will be refused unless prior approval has been granted from the factory.

RETURNS FOR EXCHANGE OR CREDIT

1. Mark shipping box with the Return Material Authorization number on top and side of box, otherwise it will be returned to the customer at the customer's expense.
2. Ship material Freight Prepaid to the factory.
3. Note that a restocking charge may be applied to returns for credit or exchange. No material returns can be made without proper authorization and documentation.

RETURNS CLAIMED TO BE DEFECTIVE

1. Mark shipping box with the Return Material Authorization number on top and side of box, otherwise it will be returned to the customer at the customer's expense.
2. Ship material Freight Prepaid to the factory.
3. If the claim is accepted, the returned parts will be repaired or replaced at no charge.
4. If the claim is disallowed and/or the claim is outside of the warranty period, the customer will be notified and requested to provide instructions on how to proceed with the material.
5. If the claim is disallowed and/or the claim is outside of the warranty period and the customer requests repair or replacement, a purchase order must be provided to cover repair or replacement. No processing for repair or replacement will be initiated until this purchase order has been received.