



As of August 1, 2021

90 Day No Hassle Return Guidelines - RMA

Items shipped from A1 Distributing may be returned within 90 days of invoice. There will be no restocking fees issued during this period provided that the product is returned unopened, in a re-sellable condition. Product returns must be pre-authorized by a Customer Service Representative, with an RMA number prior to return. Items that are older than 90 days, have been opened, or have damaged packaging may still be returned but are subject to a restocking and/or repackaging fee.

Any product returned without an RMA will be issued a restocking fee and a \$25 admin charge.

The customer is responsible for freight on all returned products sent back other than on our truck or through a preapproved method. We will deduct the full freight amount and charge a \$25 admin charge no matter the cost of the product being returned via freight collect.

After a product has an RMA and is returned to A1 Distributing, our Warranty Department will review the product to determine the status of your return. The Warranty Manager will either approve your RMA and issue credit or have someone call you regarding your options to get the part back to you or charge you accordingly.

All returns are applied to account for credit only, no cash or check will be exchanged.

- RMA will only be given if purchased from A1 Distributing
- Discontinued, drop-shipped, and special-order items are **NON-RETURNABLE**
- Only applicable to accounts in good standing and if ratio of returns is deemed acceptable
- 12 volt merchandise that is not in factory sealed packaging is **NON-RETURNABLE**
- Product sent back **after 90 days** may be charged a restocking **fee of 25% to 50%** dependent on the original date of purchase, account standing, condition of product and condition of packaging. An offsetting order may be available of 2 for 1 dollar amount depending on account standing

Need A Return Merchandise Authorization?

Please Contact our Customer Service Department or our Warranty Manager.

Yanni Sakellariou
Warranty Manager
A1 Distributing
(801) 954-8987
yannis@a1-distributing.com

Warehouse Location:
A1 Distributing
4770 South, 5600W
West Valley, UT 84118