

# AIDA – Return Policy

All returns must have an RMA number assigned by AIDA. Any product returned to AIDA without an RMA number will be returned to the customer. Please contact us so we can issue an RMA number.

Authorized returns must be shipped prepaid to AIDA. AIDA cannot accept freight collect shipments.

After receiving a return authorization from AIDA, please make sure the product is adequately packaged in order to prevent it from further damage.

If the returned package is physically damaged or missing any of its original content/accessories, the product will be returned to the customer in “AS IS” condition.

If your product has a defect, AIDA will repair or replace the product with no additional cost.

If there are no defects found on the returned product, you will be held responsible for all shipping charges.

AIDA reserves the right to deny returns.

The return policy is 30 days from our invoice date and a 25% restocking fee will apply for refund returns after 30 days. This policy applies to our distribution partners only – We do not give refunds to end users.