

Return Policy

All sales are final. Please select your items carefully and study the datasheets before you buy. We do not *have to* take items back if you made the wrong purchasing decision.

We will however work with you where possible and if it does not fit the bill or you have changed your mind, we want to give you the opportunity to return items to us for refund or exchange (costs and terms & conditions apply).

This document sets out our policy and rules relating to returns.

1. When your goods arrive, as per our T&C's you must inspect the delivery to make sure it is complete and in accordance with your order. **You have 14 days from the date of purchase** (the date on the invoice) to let us know of any issues and / or if you wish to return any items. If you do want to return items, you must lodge a return request via our web store within those 14 days and prior to sending goods back.
2. **Products that cannot be returned under this policy:**
 1. Products that have a box seal and the seal is opened or removed
 2. Batteries
 3. Products without serial number (cables, fuses, installation accessories etc.)
 4. Products that are damaged or used.
3. Upon receipt of the returned goods, the goods will be tested and evaluated. To be eligible for a refund, the returned goods must be received by us unused and unmarked, in the original unmarked and still sealed packaging and without transport damage.
4. Costs:
 1. A handling and processing fee of NZD 20+GST will be deducted from any refund.
 2. A restocking fee of 20% of the original invoice value will be deducted from any refund. If you are upgrading to a unit of equal or higher value, this restocking fee is waived.
 3. If the free freight option was used on the original purchase, there will be a charge for the original freight and handling deducted from any refund
5. Any goods to return must be received by us no later than 14 days after submission of the return request.
6. Any goods that are not accepted for refund will be shipped back to you. The costs to return these goods to you must be paid by you.

To register your Return Request please complete the below Google form:

<https://forms.gle/3f2S14ifsjrCRTYY9>

Do not use this form to send goods for repair or warranty claims, use the repair authorisation form instead.

Address for returns (only send goods here after having completed the return request form):

AEP Returns
1 Ride Way
Rosedale
Auckland 0632