



AIRpipe USA Return Policy (2024)

All returns require pre-authorization before credit is considered.

Submit all RGA (Return Goods Authorization) requests to customerservice@airpipeusa.com.

I. RGA requests must include:

- A list of all part numbers and quantities being returned.
- Purchase Order(s) and invoice number(s) associated with the product(s).

II. Rules and Conditions:

- Product must have been purchased within the last 6 months.
- Any discrepancies (shortages, overages, etc.) must be reported within 10 business days after the order has been delivered.
- Damage from shipping must be reported within 2 business days and noted on proof of delivery documentation.
- All items must be in resaleable condition (in unblemished original packaging).
- Returns not associated with an error on AIRpipe's behalf are subject to a 20% restock fee.
- Returns not associated with an error on AIRpipe's behalf requires the sender to arrange shipping for the returned goods.
- All included unions must be accounted for to receive full credit on large diameter fittings.
- Credit will only be given for the items returned matching the RGA part numbers and quantities.
- All returned products will be inspected - A customer decision is needed for disposition of rejected products. After 10 business days the products will either be returned to the sender (at the sender's expense) or scrapped.
- Credits can only be applied to future invoices.
- Credits remain valid for 90 days.
- RGA numbers must be clearly written on the pipe pallets and fitting boxes.