Return & Refund Policy

At Application Associates, we want you to be fully satisfied with your purchase. If you are not completely happy, we make the return process simple and transparent.

Returns
- We accept returns on **defective and non-defective products**.
- All returns must be initiated within **30 days** of the delivery date.
- Returned products must be **new, unused, and in their original packaging**.

Exchanges
- We do not offer direct product exchanges.
- If you need a different product, please return the original item and place a new order.

Product Condition
- We sell and accept returns for **new products only**.
- Slightly used, installed, or damaged products cannot be returned.

How to Return
- All returns are handled **by mail** only.
- Customers are responsible for the cost of return shipping unless the product is defective or the return is due to our error.
- To start a return, please contact our customer service team for return instructions and authorization.

Restocking Fees
- A **15% restocking fee** applies to all non-defective product returns.
- Defective products or returns due to our error are **not subject to restocking fees**.

Refunds
- Once your return is received and inspected, your refund (minus any applicable restocking fee) will be processed within **7 business days**.
- Refunds are issued to the original payment method.
- Shipping charges are non-refundable, unless the return is due to a defective product or our error.