

# AF52-Sales | Return & Guarantee Policy

## Our Promise: What You See Is What You Get

- **Perfect Match Guarantee:** We promise that every item you order will show up exactly in the condition described in its listing.
- **Authentic Photos Only:** We never use generic stock photography. Each product image is a real photo taken in-house of the actual item you are purchasing.

## The 30-Day Window

You have a **30-day window from the original shipping date** to start a return for either a complete store credit or a product exchange.

## Return Scenarios & Fees

### 1. Complimentary Returns (100% Free)


We will take care of all return shipping costs if:

- The package is damaged or broken during transit.
- The product is dead on arrival (DOA) or fails to function straight out of the box.
- The item you received does not match the details in the original listing description.

### 2. Customer-Covered Returns (+25% Restocking Fee)

You will be responsible for providing return shipping and a **25% restocking fee** if:

- You experience buyer's remorse or simply change your mind.
- The item turns out to be incompatible with your specific project or application.

 **Please Note:** Any items purchased or designated as "**As-Is**" are strictly final sales and cannot be returned under any circumstances.

## Mandatory Return Requirements

To successfully qualify for a refund, all returned packages must pass our internal warehouse verification checks:

- **Unopened Factory Packaging:** Items sold as "New" must be sent back in their original, sealed manufacturer packaging. Unboxing the item or breaking the factory seals will immediately void your refund eligibility.
- **Security & Serial Tracking:** All AF52-Sales inventory security seals must remain completely unaltered and intact. Furthermore, the item's serial numbers must perfectly match the records in our internal tracking database.

## Step-by-Step Return Instructions

### If Your Order Arrives Damaged

We pack every order securely to ensure its safety, but we know shipping mishaps happen. If your item is compromised on its way to you, please follow these steps right away:

1. Reach out to our team at [returns@af52sales.com](mailto:returns@af52sales.com) or call ###-###-####.
2. We will immediately issue a prepaid return shipping label at no cost to you.
3. We will prioritize your request to fast-track either a 100% full refund or a swift product replacement.

### Standard Returns

To initiate a regular return under the 30-day window:

- **Request an RMA:** Contact us via email at [returns@af52sales.com](mailto:returns@af52sales.com) to obtain a Return Merchandise Authorization (RMA) number alongside a printable shipping label.