

Return/Warranty Policy

If you would like to return your item within thirty (30) days of your order ship date please contact the retailer you purchased the product from to receive an RGA (Return Goods Authorization). We will only accept a return if it is returned in the original manufacturer's packaging and has not been manipulated in any way. (The 16 AWG wire must not be damaged or cut; all assembly fittings must be in the original packaging.)

Returns of incorrectly ordered products are subject to a restocking fee. If you have ordered incorrectly, wish to order the correct product and return the incorrect product, your restocking fee will be 15%. Once the product has been received at our warehouse, it will be inspected and you will be credited for the returned product less the applicable restocking fee and original shipping and processing charges

If you wish to return a product but do not place a reorder, the restocking fee will be 25%. Once the product has been received at our warehouse, it will be inspected and you will be credited for the returned product less the applicable restocking fee and original shipping and processing charges.

Warranty Issues

If within thirty (30) days of your order ship date, any product proves to be defective; please contact your retailer immediately. Please DO NOT ship the product back to us without contacting us first and receiving an RGA (Returned Goods Authorization) Number and return instructions. We will only accept a return if it is returned in the original manufacturer's packaging.

Any time after the thirty-one (31) days of your order ship date, if a product proves to be defective; please contact your retailer immediately. Please DO NOT ship the product back to us without contacting us first and receiving a RGA (Return Goods Authorization) Number and return instructions. It will be the customers' responsibility to get the product to and from Amba Products. This will be at the customer's expense. Please be sure to adequately package your product; Amba Products will not be held responsible for any damages that occurred during shipment. Once the product is received it will be properly inspected and tested.

Should we determine that the product is in fact defective, under warranty terms, it will be repaired and tested at our facility. You will be notified when your product will be ready for pickup or collection. If you choose to return the defective item, rather than replace it, we will charge a 15% restocking fee and your original shipping and processing charges will not be refunded. The return of the product is at your expense. This may only be done within the product warranty period. Items returned after 90 days are subject to a 40% restocking fee or may not be returnable at all (This applies to current versions only). We will let you know our decision once we respond to your request.