



Returns & Warranty Policies

All returns require an RCAN (Return Credit Authority Number), which can be obtained by contacting our [Customer Service](#) department or a request can be sent in by filling out and faxing in our [RCAN Request form](#). All warranty items require a RWAN (Return Warranty Authorisation Number)

Please save all packaging and accessories for any item that is returned to AMI. All original equipment, components, manuals, cables, documents and packaging must be returned with your item in order for AMI to process your RCAN or RWAN. Products with specific refund and return policies and deadlines must be returned within the time periods specified for each item. Physically damaged items cannot be returned.

All merchandise unless otherwise indicated may be returned within 14 days from the original invoice date for a refund. A Return Credit Authority Number (RCAN) or Return Warranty Authorisation Number (RWAN) is required for all returns. All products are shipped with a replacement warranty period. Customers must inform AMI of any order discrepancy within 7 days of the original invoice date, such as a damaged box, so that we may investigate and resolve the situation accordingly.

Damaged Items

All packages are fully insured. If you receive a damaged package, you must notify us immediately by phone on 07 3375 7969 or by fax on 07 3375 7996.

Policies regarding items that are not covered by the 14-day return period are specified on the products' individual pages.

- A Return Credit Authority Number (RCAN) or Return Warranty Authorisation Number (RWAN) issued by AMI must accompany all returns.
- RCAN or RWAN must be obtained no later than 7 working days from the date the product was shipped out to you.
- All Return Credit Authority Number's or Return Warranty Authorisation Number's are valid for 10 days from the date of issuance.
- All products must be returned in like-new condition, including original packaging and all documentation and accessories. Charges will be applied for all missing accessories or parts. AMI will not accept items that have been physically damaged or misused.
- All returns must be shipped freight prepaid.
- All related shipping fees in regards to returns are to be paid by the customer. If returns are required due to the wrong item being supplied, AMI will access the information once you have notified us.
- Please allow 14 working days for all refunds.

The customer is responsible for all risk of loss and damage to products being shipped for return, exchange or replacement. Please fully insure return shipment in case of loss or damage. Please use a carrier that is able to provide you with proof of delivery, this is for your protection as well as to ensure quick action on your return.

RCAN & RWAN Procedure

1. Obtain an RCAN number or RWAN number from us for the merchandise in question by contacting our [Customer Service](#) department or a request can be sent in by filling out and faxing in our [RCAN or RWAN Request form](#). RCAN numbers & RWAN numbers must be obtained no later than 7 days from the date the product was shipped out to you. All RCAN & RWAN are valid for 10 days from the date of issuance.
2. All products being returned must be 100% complete and must be packaged in original packaging. All packing materials, manuals, blank warranty cards and other accessories and documentation must be included in the original packaging, as provided by the manufacturer OR AMI. A return will not be processed, or additional fees may be charged in the event any item(s) included in the original shipment to you is not present in the returned package.
3. Ship and insure your return to:
AMI
Attn: Returns & Warranty Section (write your RCAN number here)
Unit 12/31 Acanthus Street, Darra QLD 4076

We recommend that you insure the package you are returning. In the event the package is lost or damaged in transit. We suggest that you use a credible carrier that can provide you with "proof of delivery." AMI shall not be responsible for items returned that are lost or damaged in transit. Shipping and handling charges, to our warehouse will be paid by you, the customer, and is non-refundable.

Refund/Credits

Please allow 14 working days for a credit to be issued back to your credit card or account

Repair or Replacement

In the event that an item is damaged, we will try to repair it. If the item is un-repairable it be replaced or we will replace it with the exact item, however in the event that the item is no longer available we will replace it with an alternative item comparable in specs to the original item.

Cross Shipment

Replacement items can be cross-shipped for defective items. Replacement items will be charged at the time of shipment. Once we receive that defective item at our location and have confirmed the validity of the return, we will then credit the charge made to your account.

Exchange

AMI does accept exchanges for defective only items. If you receive an item that is inoperable or defective you can request an exchange for another item. Once we receive the defective item then we will send out the other replacement item. If there is a price difference we will either credit or charge the amount to your account after notifying the customer.