

WAV Return Policy

All Returns

- A Return Materials Authorization (RMA) number is required for all returns.
- An RMA number is valid for 30 days from the date of creation.
- The RMA number must be visible on all returns. Do not write on the original product box.
- WAV does not accept returns of software, or service contracts.
- All returns are subject to a return processing fee.
- Customer is responsible for freight costs when returning product that is unrelated to warranty.
- Supplier products that are discontinued or obsolete do not qualify for a return.

Non-Defective

- No open box returns.
- Product box must be clean and undamaged, with no marks of any kind. This includes writing, stamps, or shipping labels, i.e., written RMA numbers. All products must be double (over) boxed.
- Product must be returned in the original manufacturer's packaging, both inside and outside. Returns must be complete with all manuals, cables, warranty cards, static bags, etc., just as customers received them.
- Customers have 30 days from date of invoice to request a return.
- Configured or custom products may not be returned.
- Products that show signs of use (i.e., powered on or tested) are not returnable to WAV.
- When the product is received, inspected, and accepted by WAV, appropriate credit will be given to the customer.

Defective Product

- Refer to the Manufacturer's Warranties and Returns Policy for manufacturer specific return guidelines.
- If the product is tested and the problem is not duplicated, there may be a "No Problem Found" fee charged to the customer.
- Credit will be provided when the product is inspected and acknowledged as covered under warranty by the manufacturer. If requested, replacement product will be sent in advance at routine pricing.