

AST RETURN POLICY

We value you as a customer and it is important to us that you are completely satisfied with each purchase. For that reason, we ask that upon receipt of shipment you carefully inspect all products for damage.

All returns must have a *return authorization number*. To obtain an authorization number, please call 800-637-7433, option 3 or email memserv@ast.org. Unauthorized returns will be sent back at purchaser's expense.

RETURNS

All returns must be accompanied by a packing slip or original shipment receipt and in saleable condition. Returns to AST beyond 15 days from the date of purchase must be currently stocked by AST at the time of the return to be accepted. A 15% restocking fee will be deducted from your refund and proof of purchase is required.

INDIVIDUAL ORDERS

Returns will be accepted within 30 days of their purchase

INSTITUTIONS and BOOKSTORES

Returns will be accepted within 60 days of their purchase

ELECTRONIC PRODUCTS are not returnable if the seal or packaging is broken and must be shipped back in their original packaging or shrink wrap. Defective electronic products may only be exchanged for replacement copies of the original item. Electronics must be exchanged within 15 days from the date of purchase. Original shipment receipt and original license agreement must be included.

DAMAGED

Damaged returns must be completed within 15 days of purchase and accompanied by a packing slip or original shipment receipt.

Once the item has been received, a refund will be issued in the original tender used to make the purchase. Shipping charges are not refunded.

memserv@ast.org *(800) 637-7433, option 3 * Business Hours: 8:00 a.m. – 4:30 p.m. MST