

Return & Exchange Policy

Effective Date: Sep 10, 2025

Return Window: Within **30 calendar days** of delivery unless otherwise specified below.

1) Eligibility for Return

To be eligible:

- Obtain an **RMA** from support@alan-1.com before shipping back.
- Item must be in **new or like-new condition**, with all accessories, cables, manuals, and original packaging.
- Ship returns **within 15 days** of RMA issuance using the provided instructions.

2) Non-Returnable Items

- **Custom or made-to-order cabinets/parts**, special finishes, personalized graphics, vinyls, or cut-to-fit items.
- **Opened electronic PCBs/ICs/ROMs** or items with broken seals (except verified DOA within 15 days).
- **Software/digital licenses**, downloadable content.
- **Clearance/"AS-IS"/Final sale** items as marked on the product page or invoice.
- Items damaged due to improper installation, misuse, or modification.

3) Condition Requirements & Deductions

- Items returned used, missing parts, or not in original packaging may incur **refurbishment fees** or be **rejected**.
- Typical **restocking fee**: **15%** of the item price; **25%** for opened electronics that remain sellable after inspection.

- Any missing or damaged accessories will be **deducted at replacement cost**.
- Original shipping charges are **non-refundable**.

4) Exchanges

Where stock allows, Company will process like-for-like **exchanges** upon receipt and inspection. If the requested replacement is unavailable, Company may issue a refund (less applicable fees) or provide store credit.

5) DOA or Company Error

If an item is **DOA** (Section 4 of the Warranty) or Company shipped the **wrong item**, contact us within **15 days**:

- Company covers **return shipping** and **reshipment** (continental U.S.).
- For international orders, Company covers outbound reshipment of the corrected item; customer covers return freight unless prohibited by local law.

6) Freight Shipments (Cabinets)

For cabinet returns/exchanges:

- Customer is responsible for proper **palletizing and packaging** to prevent transit damage.
- Freight must be **insured** for the full value. Risk of loss remains with customer until received and inspected by Company.

7) Refund Timing

Approved refunds are issued to the **original payment method** within **7–10 business days** of inspection. Bank/processor posting times may vary.

8) RMA & Shipping Instructions

- Clearly mark the **RMA number** on the outside of the box/pallet.
- Use a trackable, insured carrier. Company is not responsible for returns lost or damaged in transit.
- Shipping label will be provided by support

9) International Returns

International customers are responsible for return shipping, duties, and taxes. Packages marked “return to sender” due to unpaid fees may be refused and are not eligible for refund of original shipping charges.

10) Abuse & Fraud

Company reserves the right to refuse returns, exchanges, or warranty service in cases of abuse, excessive returns, altered merchandise, or suspected fraud.