



Returns Terms & Conditions

When Booking a Return

All information requested on the AES Returns Portal must be completed accurately before goods are returned. Missing or incorrect information may delay the return, repair or credit process.

- **Product / Part Selection:** Select the correct product or part from the drop-down menus. The information entered must match the item being returned and the Technical Support record.
- **Serial Number:** Provide the serial number of the original system. If a part is being returned, the serial number of the system it came from is still required.
- **Technical Support Number (TSN):** Contact AES Technical Support before creating a return. Technical Support will troubleshoot the issue and, where appropriate, provide a TSN. A TSN is not an RMA number and does not replace the requirement to create an RMA.
- **Reason for Return:** Provide a clear and detailed description of the fault or reason for return. Descriptions such as “faulty” or “does not work” may result in delays while further information is requested.
- **Return Image:** Upload a clear photograph showing exactly what is being returned, including all parts and accessories. This image may be used to verify the contents of the return if a discrepancy arises.
- **Return Option:** Select the correct option: Return for Credit - Advance Replacement Received; Return for Credit - No Longer Required; Return for Repair - Out of Warranty; or Return for Repair - Under Warranty. Charges may apply to out-of-warranty repairs and to damage not covered by warranty.
- **Distributor Details:** Installers must provide the distributor’s name and contact details. Distributors should enter their own details.

RMA, Charges & Sending Back Your Return

An RMA (Return Merchandise Authorisation) must be created on the AES Returns Portal before goods are sent back. Once the return is submitted, you will receive a unique RMA number. The RMA number must be clearly included with the return and, where applicable, shown on the shipping documentation.

Returns received without a valid RMA may be subject to an administration/restocking fee because they require additional manual processing by the Returns and Accounts teams. Providing a Technical Support Number alone is not sufficient.

The contents of the parcel must match the information entered on the Returns Portal and the photograph provided. All components originally supplied as part of the item being returned should be included unless otherwise agreed with AES. Missing components may be charged for.

Where required information is missing, inaccurate, or does not match the goods received, AES may delay processing the return, repair or credit until the matter is resolved. The Returns Guide and relevant shipping documentation are available from the Returns section of the AES website.