

# AIS Northwest, LLC

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## Return & Refund Policy

Thanks for shopping at <https://www.aisnorthwest.com>.

If you are not entirely satisfied with your purchase, we're here to help.

### Returns

You have **30** calendar days to return an item from the date you received it.

To be eligible for a return, your item must be unused and in the same condition that you received it.

Your item needs to have the receipt or proof of purchase.

### Refunds

Once we receive your item, we will inspect it and notify you that we have received your returned item. We will immediately notify you on the status of your refund after inspecting the item.

If your return is approved, we will initiate a refund to your credit card (or original method of payment).

You will receive the credit within a certain amount of days, depending on your card issuer's policies.

### Shipping

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable and will be deducted from your refund.

### Exchanges

If your product is defective, we will replace it or refund the full amount of your purchase including shipping costs.

Contact the office for further instructions before returning a defective product.

### Contact Us

If you have any questions on how to return your item to us, contact us: [info@aisnorthwest.com](mailto:info@aisnorthwest.com) / 206-992-4029.