

Return policy of Alien Photonics

All Alien Photonics products are custom made and they are manufactured after order (unless clearly indicated otherwise in official quotation), parts that are in working condition (works according to the characteristics) are not refundable (unless agreed otherwise).

1. Return steps

If you would like to return product you can do that by following these steps:

- 1.1. Write us an email to info@alienphotonics.com regarding the return
- 1.2. Receive Return Merchandise Authorization (RMA) number
- 1.3. Return product in original packaging with Return Merchandise Authorization (RMA) number clearly marked on the shipping package.

2. Additional details and notes

- Return Merchandise Authorization (RMA) number is valid for 30 days.
- Unless a specific warranty or guarantee is provided, defective products are eligible for repair or replacement in accordance with the minimum period mandated by EU law.
 - If part is returned after 6 months from the date of invoice, according to EU law, customer may need to prove that defect was present at the time of delivery.
 - Shipping and handling charges will not be refunded (unless agreed otherwise).

If you still have any questions contact us via email info@alienphotonics.com