



Return Policy

Special order items are not eligible for returns or refunds.

API does not accept returns on any used products.

No returns after 30 business days. Any return **after 10 business days** will have a **15% restocking fee** of the purchase price. All restocking fees will be based on the date received by the shipping company. All shipped products will be assessed from the date of delivery based on tracking numbers. Return labels will be issued to customers from our shipping department. Refunds will be given after product is received and verified.

All refunds will be less shipping, applicable restocking fee, shipping or freight and any missing items. Do not send any packages to our PO Box.

Repair Policy

Customers are responsible for any shipping costs associated with sending and receiving product for repair. API requires your name, phone number & shipping address to be printed clearly, and to accompany the product. API will also need a detailed description of problems, and completed troubleshooting actions to repair the problem. API requires all invoices for repairs or replacements are **PAID IN FULL** before a product is returned.

Do not send any packages to our PO Box.

Warranty

Advanced Power Inc. guarantees that each NEW product is built using quality materials and free of manufacturing defects. API will choose to repair or replace a product while under their product warranty at their discretion. **AN API PRODUCT WARRANTY STARTS THE DATE OF PURCHASE. IN ORDER TO VERIFY A PRODUCT'S WARRANTY A COPY OF THE CUSTOMER'S INVOICE MUST ACCOMPANY PRODUCT.**

API RESELLS PRODUCT AS WELL. THOSE PRODUCTS HAVE THEIR OWN MANUFACTURES WARRANTY, TERMS, & CONDITIONS

Terms & Conditions

- API pump warranties are voided if product has been subject to excessive debris and if product has been tampered with, abused, disassembled, over powered, over pressured
- A garden hose attachment CANNOT be used on API pumps. Use of a garden hose attachment can over pressure the pump and will void the warranty.
- API is not responsible for product wire or any accompanying items attached to product sent for service. Additional charges will be assessed for technician's time associated with dissembling attached items.
- API is not responsible for consequential damages and costs associated with the use of the product.
- API will asses a \$35.00 minimum tear down charge for troubleshooting all pumps sent in for service.
- API holds the right to add an upcharge to product that is exceptionally nasty.
- API will scrap any unpaid items greater than 30 days.
- API is not responsible for packages lost in transit, as well as any item shipped to us improperly identified.
- Standard rate to ship scrapped parts back will be assessed at the current U.S. shipping rate.
- API Pumps are designed to pump clean water.
- All rebuilt or reconditioned pumps have a 6 MONTH WARRANTY.

Return Address: 1520 E Eagle Rd Weatherford, OK 73096