

Avi-on Quoting, Terms, Return, Exchange, & **Warranty Policy**

Last Revised: **June 22, 2026**

AVI-ON **QUOTING AND SUBMITTAL POLICY**

- Avi-on prefers to provide a Submittal for every project. If Avi-on provides a Submittal, to the extent that information provided to Avi-on is correct and complete, Avi-on will stand behind the project material quantities and prices as required for the project.
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- Project Bill of Materials only Quotes without layouts or submittals are considered materials quantity and price quotes only.
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- All project pricing quotes are valid for 90 days. Please contact your Avi-on sales representative if you have a project quote past this point for special consideration. Projects with hold for release Purchase Orders in hand at Avi-on will be honored for 180 days from receipt.

AVI-ON **PAYMENT TERMS**

Payment Terms

- Avi-on provides product to contractors or distributors upon completion and approval of a credit application form. <https://avi-on.com/credit-application/>
- Net 30 from date of shipment: for customers with approved credit in good standing. May be subject to maximum outstanding monthly balance limits pending credit review and prior experience
- 100% prepay: for customers unable to maintain good standing.
- Customers with outstanding balances beyond their approved credit amount or due date may be placed on ship hold until the balance is paid in full.

Payment Methods

- ACH payments preferred via link on invoice
- Credit card payment available for 3.9% service charge (contact po@avi-on.com for a payment link for your specific invoice)
- Payment by check to lockbox address on invoice
- Please do not send checks to the Avi-on Warehouse

AVI-ON **RETURN, EXCHANGE, & WARRANTY** POLICY

Avi-on provides returns/exchanges for proven product failures and unused product no longer needed according to the following terms:

Unused product in unopened boxes	Unused product in opened boxes	Products damaged by installation and/or used products
<ul style="list-style-type: none">• 100% credit if returned within 90 days of shipment• 90% credit if returned within 180 days of shipment• No returns after 180 days of shipment	<ul style="list-style-type: none">• 75% credit if returned within 180 days of shipment	<ul style="list-style-type: none">• No credit
<ul style="list-style-type: none">• After 180 days from shipment, all returns will be handled exclusively through the Avi-on warranty process		

AVI-ON **RETURN & EXCHANGE** (RMA) REQUEST

Please complete the following form for return or exchange of Avi-on products. Avi-on will respond to the email on this form within 3-5 business days

<https://avi-on.com/rma/>

AVI-ON 5 YEAR LIMITED PRODUCT WARRANTY

1. **Warranty.** Avi-on warrants to Purchaser that all hardware products produced and sold by Avi-on, (each "Hardware") provided to Purchaser by Avi-on shall be free from defect and will conform, in all material respects, to the documentation of such Hardware for a period of five (5) years commencing upon the date of delivery of the Hardware to the End User.
2. **Resolution and Definitions.** The foregoing warranty applies only to the original End User of the Hardware and is void if a failure of the Hardware has resulted from any accident, abuse or misuse, or any unauthorized use or tampering of the Hardware. If the Hardware does not meet the applicable warranty set within the applicable warranty period, Avi-on will use commercially reasonable efforts to adjust, repair or replace the Hardware. In the event that Avi-on cannot, using commercially reasonable efforts, adjust, repair or replace the Hardware, Avi-on will, upon Manufacturer's return of the Hardware to Avi-on (at Avi-on's expense) issue a refund of the actual price paid by Manufacturer for such Hardware.
3. **ULTRAVIOLET LIGHTING DISCLAIMER. THIS DISCLAIMER APPLIES TO USE OF ANY SELLER CONTROLS AND HARDWARE FOR ULTRAVIOLET DISINFECTION APPLICATIONS AND IS IN ADDITION TO ANY OTHER WARRANTY DISCLAIMER THAT APPLIES TO SELLER'S PRODUCTS. SELLER'S CONTROL SYSTEM PROVIDES CONTROL COMMANDS, SAFETY INTERLOCK, AND ON/OFF BEHAVIOR THAT VARIES WITH EACH PRODUCT AND THE SPECIFIC CONFIGURATION OF EACH SYSTEM BY BUYER. SELLER MAKES NO CLAIM, REPRESENTATION, WARRANTY, OR GUARANTEE REGARDING THE SUITABILITY FOR ANY PURPOSE OR THE PERFORMANCE OF SUCH CONTROLS OR HARDWARE WITH RESPECT TO HUMAN PHOTOBIOMETRIC EXPOSURE LIMITS WHEN USED WITH ANY PARTICULAR FIXTURE, SYSTEM, OR APPLICATION. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, SELLER WILL NOT BE RESPONSIBLE OR LIABLE TO BUYER OR ANY THIRD PARTY FOR ANY DAMAGES, LOSSES, EXPENSES, OR OTHER LIABILITY RELATING TO HUMAN PHOTOBIOMETRIC EXPOSURE.**
4. **Exclusions.** EXCEPT FOR AVI-ON'S LIMITED WARRANTIES SET FORTH ABOVE, THE FIRMWARE AND SOFTWARE ARE PROVIDED "AS IS" AND "WITH ALL FAULTS". AVI-ON DOES NOT REPRESENT OR WARRANT THAT IT WILL MEET MANUFACTURER'S OR ANY THIRD PARTY'S REQUIREMENTS OR WILL BE UNINTERRUPTED, TIMELY, SECURE OR ERROR FREE. TO THE MAXIMUM EXTENT PERMITTED BY LAW, AVI-ON DISCLAIMS ANY AND ALL WARRANTIES OR CONDITIONS OF ANY KIND, WHETHER EXPRESS, IMPLIED OR STATUTORY, INCLUDING, BUT NOT LIMITED TO, WARRANTIES OR CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.