

Customer Policies



General Return Policy

All AOS products are eligible for return in their original packaging if there has been no damage within 10 days. Because of the delicate nature of our products and the need for extensive re-testing after return from the customer, products being returned are subject to a 25% restocking fee. Custom manufactured products cannot be returned.

Warranty Returns

AOS is committed to delivering quality products that meet or exceed our customer's requirements. To that end, we thoroughly test our products before shipping. Sometimes damage can occur that is outside of our control, so we will offer to fix any product that is not functioning properly or was damaged in shipping within 10 days. Additional fees may apply if the damage is not reported within 10 days.

Non-Warranty Returns

All of the items we sell require extremely careful handling. When operated or handled properly they can be expected to perform according to published specifications. Devices that were disassembled, opened, or damaged through customer negligence will not be able to be returned.

Non-warranty repairs may be subject to a \$100 minimum evaluation fee. Repair charges will include parts, labor and shipping. Acceptance of the quote is required prior to any work being performed. Customer is responsible for all shipping charges, in all circumstances.

Return Procedure: RMA Numbers

To return any AOS product, please contact AOS to receive an RMA number. Customers can contact AOS via e-mail at info@aos-llc.com or via telephone at (505) 245-9970 x184 during normal business hours, which are generally 8am to 5pm MT. The RMA number must be placed on the outside of the box. All products must be returned with insurance to cover the value of the product. Ship returns to:

Active Optical Systems, LLC
Attn: (RMA Number)
2021 Girard Blvd. SE Suite 150
Albuquerque, NM 87106