

Return Shipping Instructions

For in-warranty and out-of-warranty products, please follow the shipping instructions below:

- All products shipped back to the factory for repair/warranty must have prior factory notification and approval.
- Return Address: **American Power Systems, Inc., 426 W. 2nd Street, Davenport, IA 52801, UNITED STATES**
- All items must be returned to the factory freight prepaid. No freight-collect charges will be accepted by American Power Systems, Inc. (APS). Any package returned to the factory with associated freight-collect charges will be refused and returned to the customer at the customer's expense.
- **For all international shipments, products must be returned via prepaid freight, delivered complete to our door.** Shipments shipped via airlines and held in customs for notification and clearance **will not be processed by APS.** Such shipments will risk being lost, forfeited or returned to the customer at customer's expense.
- Please use adequate packaging and shipping methods for all returns. Any damage resulting from handling and shipping will be the customer's responsibility.

Adequate packaging includes the following:

- Use a rigid box with flaps intact.
- Do not reuse the original Instapak Foam Packaging if included. It is for one-time use only.
- Remove any labels, hazardous materials indicators, and other previous shipment markings on the box that are no longer applicable.
- Wrap all items separately.
- Use adequate cushioning material to inhibit products' shifting within the carton during transport (paper/newspaper, packing peanuts, foam, bubble wrap, etc.).
- Use strong tape designed for shipping.
- Do not use string or paper over-wrap.
- Use a single address label that has clear, complete delivery and return information.
- **Place a copy of RMA inside the package.**