



Return Policy - Application Associates

Eligibility for Returns

- Returns must be requested within 30 days of delivery.
- Items must be unused, in original packaging, and in resalable condition.
- Special-order or custom-made items are non-returnable.
- Goyen valves and components must be unopened and in original packaging to be eligible for return. Opened or installed parts are non-returnable.

How to Initiate a Return

- Contact our customer service team at info@applicationassociates.com to request a Return Authorization (RA) number.
- Returns without an RA number may be refused.
- Return shipping costs are the responsibility of the customer unless the item is defective or we shipped the wrong product.

Refunds

- Refunds are issued to the original payment method once the item is received and inspected.
- A 25% restocking fee may apply to non-defective returns.

Damaged or Incorrect Items

- If you received a damaged or incorrect item, please contact us within 5 business days of delivery for prompt assistance.