

Return Policy

Our goal at Ag Express Electronics is to provide excellent service and support to all of our customers. If our support team cannot resolve problems with the items you purchased, most non-custom items are returnable within 30 days of delivery. While we would like to offer that option for all of our products, some standard products will have different return/replacement policies based on requirements from our vendor/s. All custom and special orders are non-cancellable and non-refundable.

To verify if your purchase is eligible for return and/refund, don't hesitate to get in touch with Ag Express Electronics. Our helpful sales team can approve and quickly prepare a return authorization for you.

0 to 30 days - Authorized Non-Custom Item Returns

During the first 30 days, Ag Express will not charge any restocking fees on authorized returns. Returned products must be in new, unused condition and include all original packaging.

- *Ag Express will not cover any return shipping charges (including insurance).*

30 to 60 days - Authorized Non-Custom Item Returns

From 30 - 60 days, Ag Express will charge a 15% restocking fee on authorized returns. Returned products must be in new, unused condition and include all original packaging.

- *Ag Express will not cover any return shipping charges (including insurance).*

- *No returns will be authorized after 60 days.*

Damaged/Used Returns

If the items returned to Ag Express Electronics are used, damaged, or dirty we reserve the right to withhold all or part of the refund to return the items to sellable condition. Judgments regarding the condition of returned items are at the discretion of Ag Express alone.

Returns

Ag Express Electronics will authorize most returns within three to five business days of receiving the returned merchandise. Credit card refunds typically process within five business days of the return authorization.

HEADQUARTERS

6280 NE 14th St.
Des Moines, IA 50313

GRAND ISLAND

3203 Frontage Rd.
Grand Island, NE 68803

SULPHUR SPRINGS

312 E. Main St., PO Box 28
Sulphur Springs, IN 47388

WARREN

311 S. 9th St.
Warren, IN 46792
(Manufacturing)

Return Policy *(Continued)*

Custom and Special Order Items

All items ordered by Ag Express from a third party, specifically for you or your customer/s, are non-refundable. Any harness, cable, part, or assembly custom-built to customer/s specification/s is also non-refundable.

Order Cancellation

Any orders for custom products placed with Ag Express Electronics by a customer and approved by the customer for production are non-cancellable and non-refundable.

Ag Express Liability

Ag Express assumes no liability whatsoever for lost time, field service calls, or any other charges relating to a product or service purchased from Ag Express. Ag Express is only liable for the price paid for an item or a service.

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