

AVL List GmbH – Global AVL Return Policy

- This policy applies exclusively to digital sales of all listed hardware products (hereinafter referred to as “Products”) via our online B2B e-commerce platform, “AVL Experience Cloud” and is valid globally.
- To request a return or refund, contact your designated Customer Success Manager or use our [contact-us form](#).
- We do not offer an automatic return or refund for Products purchased via the AVL Experience Cloud. Any return or refund is subject to our prior written approval and a minimum of 20 % restocking fee based on order value. Customers are responsible for shipping and handling fees for all returns. Returned items must be in new, unused condition and in their original packaging. Returned electronic components will be inspected and tested before any credit is issued.
- The restocking fee will be set by AVL on a case-by-case basis. No refunds will be issued for Products with functional limitations or defects.
- By purchasing on the AVL Experience Cloud, you acknowledge and you agree to these terms. Please review product descriptions, terms of service, and trial options before purchasing.
- This policy is specific to sales of Products via the AVL Experience Cloud and does not apply to goods or services that may be offered through other channels. For further inquiries or clarification, please reach out to your Customer Success Manager.