Wavenet Return Policy

Standard return guidelines | Subject to review and approval

All return requests are subject to Wavenet's review and approval. The following guidelines establish our standard return requirements; however, return eligibility, applicable restocking fees, return shipping responsibilities, and credit issuance will be determined on a case-by-case basis.

Wavenet reserves the right to approve, deny, or make exceptions to return requests at management's discretion, subject to applicable law and warranty obligations.

ONE-YEAR RETURN PERIOD

Returns may be considered within one year of the original purchase date.

MINIMUM 15% RESTOCKING FEE

Approved non-defective returns are subject to a minimum 15% restocking fee.

PRIOR AUTHORIZATION

All returns require authorization; approval or credit is not guaranteed.

RETURN REQUIREMENTS

01. Return Eligibility

- Eligible standard catalog products may be considered for return within one (1) year of the original purchase date.
- A copy of the original purchase invoice is required.
- All return requests are subject to review and approval.

02. Return Authorization

- All returns require prior authorization from Wavenet.
- Return Authorizations are valid for thirty (30) days from the date of issuance.
- Issuance of a Return Authorization does not guarantee final acceptance or credit.
- Unauthorized returns may be rejected and returned at the customer's expense.

03. Product Condition & Inspection

- Products must be undamaged, in resalable condition, and in their original packaging.
- All returned merchandise is subject to inspection by Wavenet.
- Final acceptance and credit are subject to inspection and approval.

Return Requirements

Continued | Product exclusions, shipping, credits and exceptions

04. Non-Returnable Products

The following products are not eligible for standard returns:

- Non-catalog items
- Discontinued products
- Special-order items
- Products with custom modifications or specifications
- Cut-to-length cables
- Fiber cables

05. Incorrect Shipments

- Incorrect shipments must be reported within twenty-four (24) hours of receipt.
- Incorrectly shipped merchandise must be returned in its original form.
- Products that have been cut, modified, or installed are not eligible for standard returns.

06. Restocking Fees, Shipping & Credits

Restocking Fees: Approved non-defective returns are subject to a minimum 15% restocking fee. The final applicable fee will be determined upon review. Verified defective products are exempt from restocking fees.

Return Shipping: Return shipping responsibilities will be determined by Wavenet based on the circumstances of each return.

Credit Processing: Credits are generally processed within 24–72 hours following receipt, inspection, and final approval of the returned merchandise.

07. Policy Exceptions

Any exceptions to the standard return policy are subject to management review and approval.

BEFORE RETURNING MERCHANDISE

Please contact Wavenet to request return authorization. Do not ship merchandise without prior approval.

CONTACT WAVENET >