

RETURN POLICY

HED will accept returns due to incorrect shipments, returns for repairs or warranty claims. Returns for credit, refund or for any other reason are not accepted. All warranty returns or claims must be made within the warranty period. All returns must have prior authorization in the form of a Return Materials Authorization (RMA) number and are handled on a first received, first served basis. Incoming or outgoing freight charges are not included in our warranty coverage or repair prices. If HED determines the product is defective and under warranty, HED may, at its option, repair, replace or issue a credit. HED does not accept unauthorized debit memos; a debit must be approved for a credit to be issued.

Return Material Authorization (RMA) numbers are required prior to shipping ANY item back to our factory for ANY reason.

Any package containing product that is being returned to HED without a valid RMA number will be refused and returned to shipper at the shipper's expense.

The following information is required to obtain an RMA number:

1. A valid Purchase Order number.
2. Part number, serial number and the reason for return or description of failure of each unit.

To obtain an RMA number from HED:

1. Contact HED's repair department at 262-673-9450 X106, 262-670-5189 or
2. Email gmahne@hedonline.com

ALSO NOTE:

1. Debits issued against HED without authorization or for any product that is determined by HED to be non-warranty will immediately be posted to the customer's Past Due balance.
2. We require all packages to be shipped to HED freight prepaid, as we do not include incoming freight in our warranty considerations and do not accept debits for any freight costs. Please include duty and VAT charges for international orders.
3. Our standard Inspection and Test charges will apply to all product returned and found to be functioning within the approved specifications for that product.
4. HED reserves the right to return items / product that are deemed abandoned 90 days after a quote or disposition has been sent to the customer. Following receipt and inspection of product, a letter will be sent to our customer summarizing the repair estimate and requesting an action plan for the product. , If there is no response within 90 days, HED will return the product at the customers expense.

Clearly mark all returns with the RMA number in large print on the outside of the box AND on the address label.

**Ship to: HED, Inc.
1715A Innovation Way
Hartford, WI 53027
RMA# XXXXXXXX**

Minimum Inspection and Test Charges

Units out of the box tested on automated fixture with no programming required.	\$50.00
Units requiring test code programming or requiring software programming	\$75.00
Radio remotes requiring functional testing	\$150.00
Units which require connection of external valves, switches, coils, pots, etc.	\$150.00