



Dear Valued Customer,

Thank you for contacting Hawking Technologies. Attached is Hawking's **Return Merchandise Authorization** form. Please complete the attached RMA form and return it via fax to 949-206-9072 or email customerservice@hawkingtech.com. Once your return is authorized you will receive an RMA number.

Hawking Technologies product return and RMA policies:

REPAIR OR REPLACEMENT - Hawking Technologies will repair or replace any defective product free of charge in accordance with our warranty terms, provided that a **proof of purchase** is properly presented. All shipping and handling charge will apply toward products purchased more than 90 days. **NOTE:** a **RMA number** is required for all returns. To receive a RMA number, you must fill out an RMA form.

RETURN FOR CREDIT - **Please contact the place of purchase for their return policies.** Hawking Technologies is **unable** to issue credit for items purchased through auction sites, retail and distribution outlets. We only refund products made through our hawking online store at www.gohawking.com.

There will be a 20% restocking charge if products returned for credit are not returned in original packaging with all provided materials (i.e. CD, manual, power adapter, etc.)

The following information is required for RMA service:

1. A completed RMA form. Incomplete information will delay service.
2. Proof of purchase. A copy of your original invoice, packing slip or email confirmation will suffice.

The following actions are required for RMA service:

1. Submit the completed RMA form with proof of purchase to Hawking's RMA department via fax or email. Once these items have been received, an RMA number will be issued via email.
2. **There will be a 20% restocking charge if products returned for credit are not returned in original packaging with all provided materials (i.e. CD, manual, power adapter, etc.)**

RMA Terms & Conditions

1. A RMA number will not be issued without all required documentations.
2. RMA numbers are issued by Hawking Technologies RMA department only. Technical support case numbers **are not** valid as RMA numbers. Any Merchandise received without a RMA form and proof of purchase inside the package will be rejected.
3. Any merchandise that has been altered or physically damaged by the customer will be considered out of warranty.
4. Cross-shipments are not available.
5. Replacements are processed upon product availability; a back order will delay shipments.
6. Out of warranty repairs will be charged a service rate of \$55/hour. A repair estimate will be provided prior to service.
7. RMA service for products purchased more than 90 days prior will be charged a minimum \$10 return freight charge for shipping within the United States. Note: All items shipping to or from Canada and Puerto Rico will be charged a minimum \$20 return freight charge and \$30 for all other countries, regardless when the item was purchased. Shipping and handling charges are non-refundable. Please complete the credit card information on the attached RMA form.
8. Hawking Technologies is not liable for return policies from other retail and distribution outlets.
9. Any product discrepancy must be reported to Hawking Customer Service within 7 working days from the date received, including but not limited to:
 - a) DOA (defective on arrival)
 - b) System incompatibility
 - c) Missing parts
 - d) Incorrect product or quantity shipped
10. Hawking Technology does not accept walk-in or will-call replacements.
11. RMA numbers must appear on both your **RMA form** and your **shipping label**.
12. Merchandise returned without a RMA number on the shipping label will be rejected.



RMA REQUEST FORM

Request Date: _____

Company: _____

Name: _____

Telephone Number: _____

Fax Number: _____

Address: _____

City: _____

State: _____

ZIP: _____

Email Address _____

Technical Support Case ID # (This is NOT your RMA number) _____

Place of Purchase: _____

Mode No.	Product Description	Serial Number	Problem Description	Purchase Date

IS this item being returned for: CREDIT or REPLACEMENT or EXCHANGE or MISSING PRODUCT (circle one)

Items returned for credit must be purchased Direct from Hawking Technologies and purchased less than 30 days prior. There will be a 20% restocking fee if product is not returned in original packaging and with all provided materials. ie.CD, manual, power adapter, etc.

ADDITIONAL COMMENTS:

RMA service for products purchased more than 90 days prior will be charged a minimum of \$10 return freight charge for United States. NOTE: All items shipping to or from Canada and Puerto Rico will be charged a minimum \$20 return freight charge and \$30 for all other countries, regardless when the item was purchased. Hawking Technologies is not responsible for freight fees for items shipped to Hawking Technologies. Please complete the following credit card information if this pertains to your RMA request. Please enter your email address _____. You'll receive a payment request from customerservice@hawkingtech.com. Click on the link and make payment using your Credit Card through PayPal – a quicker and safer way to pay without sharing your information.

Urgent RMA shipping request. Note: An extra charge will apply for urgent RMA shipping request. (FedEx-Ground is the standard shipment):__ FedEx Saver __FedEx-2ND __FedEx- OVN: _____ Account: _____

or Email Address for payment link _____

You will receive a response from Hawking Technologies within 48 hours. Please contact Hawking if you have any questions.

Out of warranty repairs will be charged at a rate of \$55/hour. A repair estimate will be provided prior to service.

Please supply all of the information requested so that we may expedite your RMA service request, including serial numbers and problem descriptions. RMA numbers are issued by Hawking Technologies RMA department only. Technical Support Case ID numbers are not valid as RMA numbers. Proof of purchase in the form of a copy of your original invoice must accompany the return. **FAX THIS FORM AND THE COPY OF THE ORIGINAL INVOICE TO (949)206-9072 OR EMAIL TO RMA@HAWKINGTECH.COM.**

NOTE: Please place the RMA number on the shipping label. DO NOT WRITE ON THE PRODUCT BOX ITSELF. Also, please note that RMA numbers are only valid for 30 days from the issued date. RMA numbers expire after 30 days.

Return RMA product to: **Hawking Technologies - Attn: RMA #** _____

35 Hammond, Suite 150; Irvine, CA 92618; USA