



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 949-790-0880.

Hawking Technologies product return policies:

REPAIR OR REPLACEMENT - Hawking Technologies will repair or replace any defective product free of charge in accordance with our warranty terms, provided that **proof of purchase** is properly presented. **NOTE:** A RMA number is required for all returns.

RETURN FOR CREDIT - **Please contact the place of purchase for their return policies.** Hawking Technologies is **unable** to issue credit for items purchased through retail and distribution outlets.

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. If fax is not available you may submit the RMA form via email along with an electronic copy of the receipt to RMA@Hawkingtech.com. Once these items have been received, an RMA number will be issued.

RMA Terms & Conditions

1. A RMA number will not be issued without a product part number (found on box and/or product) and proof of purchase.
2. RMA numbers must appear on both your **RMA form** and your **shipping label**.
3. Merchandise returned without a RMA number on the shipping label will be rejected.
4. Any merchandise received without a RMA form and proof of purchase **inside** the package will be rejected.
5. Any merchandise that has been physically damaged by the customer will be considered out of warranty.
6. Cross-shipments are not available.
7. Replacements are processed upon product availability; a back order will delay shipments.
8. Out of warranty repairs will be charged a service rate of \$55/hour. A repair estimate will be provided prior to service.
9. RMA service for products purchased from other than direct resellers and items more than 90 days prior will be charged a minimum \$10 return freight charge. Please complete the credit card information on the attached RMA form.
10. 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
11. Shipping and handling charges are non-refundable.
12. Hawking Technology does not accept walk-in or will-call replacements.