



## Shipping and Returns

Sales Tax will be charged to all California residents. All new items carry a 30-day satisfaction guarantee unless otherwise noted. The product must be returned in a like-new condition with all manuals, cables, accessories, etc., to receive a refund. Returns of product, other than for exchange or replacement, after 30 days are subject to a 20% stocking fee. Shipping fees and/or return shipping costs are Non-Refundable.

No returns other than non-working product after 60 days of receipt will be honored. Should a replacement for a returned item not be available, a credit will be issued or the product will be substituted with one of same-or-better specifications.

All returned equipment must be issued a Return Merchandise Authorization (RMA) number prior to return shipment. To be accepted, all returned products must be conspicuously labeled with the assigned RMA number and accompanied with a copy of the sales order or invoice. Customer must pack items being returned complete, with all manuals, cables, accessories, etc., as if they were new and working condition. Regardless of condition, products must be packaged appropriately so as not to incur physical damage during return shipping. Failure to do so may invalidate both the RMA and the warranty. Unauthorized and/or unmarked returns will not be honored.

Hacom will not be responsible for incidental or consequential damages arising from the use of any product(s) that it sells. Hacom reserves the right to refuse services to anyone.

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[1] <https://www.hacom.net/content/conditions-use>