



MATERIAL RETURN POLICY

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HED® Material Return Policy

1. RMA Information

The following information is required to assign an RMA.

[Link to Request Form](#)

2. RMA Confirmation

Requests for RMA are typically processed during the work day, between 7:00AM and 4:00 PM CST. There are two channels the customer may use to request an RMA. The customer can request an RMA through HED's website by completing the online RMA Request form. Alternately, the customer can email HED technical support, rma@hedonline.com, requesting an RMA. HED technical support will send the customer a link to the RMA Request form. The customer will fill out the form and send it back to HED technical support.

RMA Confirmation will be sent via e-mail. The RMA Confirmation is a RMA form with the assigned RMA number. This form must be put in the packaging when the product is returned and the RMA number should be written on the outside of the package.

3. RMA Return Shipment

All defective material is to be shipped back PRE-PAID. Deductions for freight will not be accepted.

Packaging

Original packaging should be used if available to minimize the potential for shipment damage. Board products must be enclosed in an antistatic bag to avoid ESD (electrostatic discharge) damage.

If items are damaged during return shipment due to insufficient packaging the customer will be notified and it will be left to HED's discretion to determine whether or not the product is repairable.

Please follow these guidelines when returning product to HED:

- Use the products original packaging if still available
- Ship the RMA items via traceable means to the below address
- Enclose the RMA Confirmation documentation in the return package
- Write RMA number on the outside of each package being returned

Address

All RMA packages should be shipped to:

HED, Inc. – RMA# _____
2120 Constitution Avenue
Hartford, WI, 53027

Tracking

All RMA returned items must be sent via traceable means. Examples would be UPS, FedEx, DHL, or US Postal Service Priority Mail. Be sure to retain the tracking information for your records. The customer is responsible for the product until it is received by HED. HED is liable for the returned item upon the receipt of shipment.

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Delivery Charges

The customer is responsible for paying shipment charges when returning the product to HED. HED will pay for shipment of warranted repaired items returned to the customer. The customer is responsible for payment of non-warranted repaired items. HED ships all repaired items by UPS or Customer requested shipper (if account number is provided).

4. RMA Turnaround Time

Standard

HED's goal is to have the repaired or replacement unit ready for return shipment within four (4) weeks of receipt of the returned part(s). UPS is the standard method of shipment.

Expedited

If the customer requires resolution within ten (10) working days from receipt of returned parts, an expedite fee will be incurred, as follows:

Finished products- 40% MSRP

The customer will also be required to pay expedited shipment charges over and above UPS rates.

5. RMA Repair and Test Procedures

All items returned under an RMA will be analyzed by HED technical support. An evaluation including an estimate for repair and recommendation for disposition will be sent to the customer. Returns will be held for thirty (30) days, after customer notification is made. After the 30th day, HED will proceed to disposition the units per the recommendation using the PO provided on the RMA Request form.

If a returned product is determined to be damaged or misused, it will be handled according to the out-of-warranty policy below.

If a returned product is in like new condition, determined to be No Fault Found and the customer does not want the unit returned, a 25% restocking charge will be assessed. Note, field returns are not eligible for restocking.

All repaired or replacement parts will have successfully passed the appropriate manufacturing quality assurance test procedures. These are the same tests that are utilized to verify "new build" parts as manufactured by HED.

Out-of-Warranty repaired items carry a limited warranty, please reference [HED's Standard Term and Conditions](#) or the Terms and Conditions agreed upon by HED and you, our customer. In-Warranty repaired items are warranted for the remainder of the original warranty.

6. RMA Closing Procedure

If HED has not received the RMA requested items from the customer within thirty (30) days of the RMA assignment date, the RMA will be closed.

HED will not accept any packages without an open, valid RMA number included with the box/package and reference to the RMA number on each package returned.

Only the specific items listed on the RMA will be accepted. All other items will be returned to the customer at customer's expense.

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After return shipment of a repaired/replacement part to the customer, HED will close the RMA.

7. RMA Out-Of-Warranty

A product whose warranty period has expired or which has been damaged or misused may be determined to be out-of-warranty. If your product is determined to be out-of warranty, the following guidelines are applied.

Repair or Replacement

At HED's option, an out-of-warranty product may be repaired for a fee. Products that have been damaged or misused may be deemed non-repairable at HED's determination.

Out-of-warranty repaired or replaced items carry a limited warranty, reference [HED's Standard Terms and Conditions](#) or the Terms and Conditions agreed upon by HED and you, our customer. All shipping costs for out-of-warranty repaired and/or replaced items are the responsibility of the customer. If preferred carrier and account number are not provided, HED will use the PO provided on the RMA form and ship via UPS.

Repair or Replacement Fees

Out-of-warranty products offered on the current HED End User Price List will be repaired or replaced as determined below.

Depending on complexity of the product returned, a \$50.00 - \$150.00 nonrefundable diagnostic fee is required to determine whether the unit can be repaired. If the product is repairable, the charge for repair will be itemized on the RMA Evaluation form sent to the customer. If the product can be repaired and the customer approves the charge, the diagnostic fee will be credited towards the repair cost. If the product is not repairable and the customer approves the replacement, the charge for replacement will be the current customer list price.

Labor Claims/Invoices

Labor claims or invoices will not be accepted without prior written approval by an authorized HED employee.

8. Payment

Any payment due to HED will be invoiced to the PO provided on the RMA Request Form
Credit from HED will be issued based on the agreed upon terms and warranty with the customer.

Debit Reversals

In instances where the customer has debited HED for returns;

HED will debit the customer for warrantied items that are returned to the customer on the PO provided on the RMA form.

HED will debit the customer for non-warrantied items that have been returned to the customer or scrapped at HED on the PO provided on the RMA form.

HED will honor customer debits for warrantable non-returned items.