



## Return Material Authorization (RMA)

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### STANDARD MATERIAL

### RETURN POLICY

All requests to return product for credit will be handled on a case by case basis.

A Return Materials Authorization (RMA) number must be issued by HCT prior to the product being shipped back to HCT.

The product must be new, in an unused condition and in original packing material.

Product original ship date from HCT must less within a 1 year of request for return.

Only standard catalog products will be considered as a return for credit, No special or custom products.

A **35%** restocking fee will apply to all authorized returns for credit.

Final approval for credit will be authorized once the product has been returned, inspected, tested and verified as being in new, unused, undamaged condition.

No credit for Services (Engineering, Design, Application code development, Commissioning, etc.).

Any deviation to the above policy will require prior authorization from HCT.

END.