



RMA Terms & Conditions

- 1) Hawking Technology guarantees that new products are to be free from physical defects in materials and workmanship under normal recommended use for up to one (1) year from the initial date of purchase. If the product proves to be defective during this one year warranty period, Hawking Technology will repair the product free of charge or offer a replacement with the same or equivalent product, if it is no longer available. Hawking Technology's Warranty (RMA policy) does not cover refunds or product upgrades. Hawking Technology's warranty excludes all refurbished products. If your product was purchased within 30 days, please contact the place of purchase to obtain a refund or exchange. Hawking Technology is not liable for return policies from other retail and distribution outlets.
- 2) Hawking Technology offers Fee-based Repair Services for products that are void or out of warranty. Rates start at \$55/hour and repair estimates will be provided prior to service. Hawking product warranty is void if one (1) year warranty period is up, proof of purchase is unavailable, serial number is removed/defaced, or if the product fails due to damage from misuse, abuse, alterations, modifications, shipping, handling, storage, and/or accidents resulting from personal error, natural disasters, or failure to conform to product manual instructions.
- 3) Hawking Technology reserves the right to deny RMA submissions that do not include all original materials: i.e. the original box, packaging manuals, and accessories.
- 4) **Shipping Charges and Terms:** All shipping and handling charges are non-refundable.
 - Cost of shipping:
 - From your location to Hawking Technology: It is the customer's responsibility to bear the initial shipping cost to Hawking Technology.
 - From Hawking Technology to Your location: Hawking Technology will bear the cost of standard ground return shipment back to customers within the 48 contiguous states. Additional charges for Alaska, Hawaii and U.S. Territories; for more details, please call (949) 206-6900 ext. 1000 or email us at customerservice@hawkingtech.com.
 - All items shipping to or from Canada will be charged a minimum \$20 return freight charge; all other countries are subject to a \$30 return freight charge.
 - Expedited Shipping: If you wish to expedite the shipping of your replacement product, additional charges will apply depending on your shipping preference (overnight, two-day, three-day)
 - How to Pay for your shipping charges: If your shipment requires additional charges, Hawking Technology will issue a PayPal link to your listed email (From customer service@hawkingtech.com, referencing your RMA number). Please pay with credit card through PayPal's secure payment center. Hawking Technology will process your RMA replacement once your payment is verified.
 - If you have a FedEx Account, please supply your FedEx Account number and we will be able to bill it to your account.
 - Cross-shipments are not available.
 - Hawking Technology does not accept walk-in RMA request submissions, deliveries, or will-call replacements. Hawking Technology reserves the right to deny all RMA submissions delivered in person.
- 5) Replacements of products are processed in the order in which they are requested based on product availability.
- 6) Delivery of RMA Product back to customer: Any product discrepancies must be reported to Hawking Technology Customer Service within 7 working days from the date received, including but not limited to:
 - Defective upon arrival
 - Missing parts
 - Incorrect product or quantity shipped

*Information on this page excludes all refurbished products. Proof of purchase is required for all RMA submissions

**Failure to adhere to these guidelines will result in the rejection of your RMA submission



Product Warranty and Limitations

Warranty

Hawking Technology guarantees that its products are free from physical defects in materials and workmanship under normal recommended use for up to one (1) year from the date of purchase. If the product proves to be defective during this one year warranty period, please visit our support page at <http://www.hawkingtech.com/support.html> to fill out a Return Merchandise Authorization (RMA) request form. If you cannot access this form, please email customerservice@hawkingtech.com or call (949) 206 6900 x 1000. A return authorization number will be provided upon approval of warranty requests accompanied by a copy of proof of purchase. Returns cannot be processed without proof of purchase. When returning a product under warranty, Hawking offers replacement or repair of approved products only. Refunds in their original payment form may only be granted if the product is both (a) purchased within the 30 days prior to request for service and (b) purchased directly from Hawking at <http://gohawking.com>, by phone, or through our eBay store “hawkingtechproducts”. Hawking Technology does not offer refunds for any freight or handling service fees. When returning a product, mark the Return Authorization Number clearly on the outside of the package and include your original proof of purchase. IN NO EVENT SHALL HAWKING TECHNOLOGY’S LIABILITY EXCEED THE PRICE PAID FOR THE PRODUCT FROM DIRECT, INDIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM THE USE OF THE PRODUCT, ITS ACCOMPANYING SOFTWARE OR ITS DOCUMENTATION. Hawking Technology makes no warranty or representation, expressed, implied or statutory, with respect to its products or the contents or use of this documentation and all accompanying software, and specifically disclaims its quality, performance, merchantability, or fitness for any particular purpose. Hawking Technology reserves the right to revise or update its products, software, or documentation without obligation to notify any individual or entity. Please direct all inquiries to: customerservice@hawkingtech.com

Limitation of Liability

In no event shall Hawking Technology, its subsidiaries or affiliates, or their respective partners, officers, directors, managers, employees, representatives or agents (collectively, “Hawking”) be liable for direct, special, incidental, consequential, punitive, or indirect damages (including but not limited to, loss of data, use of profits), however caused whether for breach of contract, negligence, or otherwise, and whether or not Hawking Technology has been advised of the possibility of any such damages. By purchasing this product, you agree that Hawking Technology’s maximum liability arising from any product sold by Hawking Technology shall not exceed the price of such product. Some jurisdictions do not allow the limitation of exclusion of liability for certain damages, so the above may not apply to you to the extent such jurisdiction’s law is applicable to this agreement.