



Dear Valued Customer,

Thank you for contacting Hawking Technology, your satisfaction is our top priority. Hawking Technology guarantees that its new products are free from physical defects in materials and workmanship under normal recommended use for up to one (1) year from the initial date of purchase ([terms and conditions apply, please click for full disclosure](#)). We are sorry that your product is not performing as expected. Please take note of our Return Merchandise Authorization (RMA) instructions. By following the guidelines below, you will ensure that your RMA is processed promptly.

Hawking Technology RMA instructions:

- 1) **Understanding your options:** Make sure your product is still covered under the warranty period ([Click here the see full terms and conditions](#)). NOTE: Hawking Technology is not responsible for product upgrades or refunds. Any customer requesting refunds should contact the original place of purchase. If the product was purchased directly from Hawking Technology ([Gohawking.com](#), or *ebay.com* store “[GoHawking](#)”), please refer to the Hawking Store for our return policy (terms and conditions apply, please [Click here to link to the Hawking Store Policy](#)). Feel free to contact our store manager at store@hawkingtech.com or at (949) 206-6900.
- 2) **Fill out an RMA Form:** Submit the completed RMA form with proof of purchase to Hawking Technology's RMA department. For an online form, [CLICK HERE](#). (Note: It is important to enter a valid email address on the form since this is our primary method of contact.)
 - Proof of purchase
 - A copy of your original invoice, packing slip, or email confirmation is required for RMA approval. Please submit this with your RMA form to expedite the RMA process.
 - Submission Information:
 - Via Fax: (949) 269-7460
 - Via Website: <https://hawkingtech.com/support/#support-5>
 - Via Email with electronic copy of the receipt: RMA@Hawkingtech.com
- 3) **Wait for an RMA Number:** Once the aforementioned items (*RMA form and proof of purchase*) have been received and all conditions are met, you will be issued an RMA number by our customer service department. Note: A technical support number is not a valid RMA number.
 - RMA numbers will expire 30 days after the original issue date.
 - If your RMA request is denied, you will receive an email noting the reason for rejection within three (3) to five (5) business days of submitting your form.
- 4) **Shipping return package**
 - Shipping requirements:
 - Place a copy of your RMA form and original proof of purchase in the package. Be sure your RMA number is on the form
 - Ship all original materials (original box, packaging manuals, and accessories) to:
Attn: RMA Department, Reference RMA#_ _ _ _ _
Hawking Technology, Inc.
8 Whatney, Suite 100
Irvine, CA 92618

Note: Merchandise returned without a valid RMA number on the shipping label will be rejected. Hawking Technology is not liable for packages without a valid RMA number or proof of delivery.

RMA REQUEST FORM

Company: _____ **Name:** _____ **Request Date:** _____

Telephone Number: _____ **Fax Number:** _____

Address: _____

City: _____ **State:** _____ **Zip Code:** _____

Email Address _____

Tech Support Case ID # (NOT your RMA number): _____ **Place of Purchase:** _____

Proof of Purchase (circle one and attach copy): invoice / packing slip / email confirmation / receipt / _____ other

Item is being returned for (choose one): CREDIT REPLACEMENT MISSING PARTS

Model No.	Product Description	Serial Number	Problem Description	Purchase Date

Items returned for credit or upgrades MUST be purchased directly from Hawking Technology via phone, www.gohawking.com or through our ebay.com store “GoHawking” AND be within 30 days of initial purchase date. Please email store@hawkingtech.com or call (949) 206 6900 for more information.

SHIPPING INSTRUCTIONS: Hawking Technology is NOT responsible for freight fees on items shipped TO our offices. It is the customer’s responsibility to bear the initial shipping cost to Hawking Technology. 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 contact Hawking Technology Customer Service. All items shipping to or from Canada & Puerto Rico will be subject to a minimum \$20 return freight charge. All other countries are subject to a \$30 return freight charge.

Note: Cross-shipments are strictly prohibited. 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.

If you wish to expedite the shipping of your replacement product, please indicate the appropriate option in the following box.

A PayPal link will be issued to your above listed email from customerservice@hawkingtech.com to collect any return freight charges or expedited shipping costs. Please pay with credit card through PayPal’s secure payment center, and upon receipt of payment, Hawking Technologies will expedite your RMA replacement.

Alternatively, you may enter your FedEx account number below, and we will be able to bill it to your account.

Expedited Shipping (FedEx Only) : ___ 3DAY ___ 2DAY ___NEXT DAY (optional) FedEx Account # : _____

Valid RMA numbers are issued exclusively by Hawking Technologies Customer Service Department upon verification of all required terms and conditions. A technical support number is NOT a valid RMA number. Proof of purchase MUST be provided. Replacements of products are processed in the order in which they are requested, based on product availability. Merchandise returned without a valid RMA number on the shipping label will be rejected. Hawking Technology is not liable for packages without a valid RMA number or proof of delivery.

Once all RMA conditions are met, you will be issued an RMA number by our customer service department. Place a copy of your RMA request form and proof of purchase in the package. Be sure to mark your RMA number in the box below.

RMA numbers expire after 30 days from the original issued date.

RMA #: _____

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

Questions? Feel free to contact our customer service representatives, Monday through Friday, 8AM to 5PM PST at (949) 206-6900. For a faster response, please email us at customerservice@hawkingtech.com.