



1240 Oak Industrial Lane, Cumming GA 30041
Phone: 770.888.8200 • Fax: 888.886.4605
hybrid-audio.com • support@hybrid-audio.com

Return Merchandise Authorization Procedures New/Unused Equipment Sent Back for Credit Effective March 1, 2013

Hybrid Audio Technologies will not accept any returns without prior approval or consent, which will be given or withheld at Hybrid Audio Technologies' discretion. A Return Merchandise Authorization is required for all returns and can be easily obtained by calling 770.888.8200 (listen for the option for Return Authorizations). For new/unused product being returned for material credit, the product must be in new, unused and resalable condition, and in its original packaging, to be accepted (the procedure for returning product being sent back to Hybrid Audio Technologies for warranty repair or replacement is detailed in the next section). To assist in making the process easy, please have the part number, the invoice number, and the reason for returning the product before calling for your Return Merchandise Authorization. Standard Restock Fee Policy on stock parts returned within:

0 – 30 Days: 0% Restocking Fee

31 – 60 Days: 20% Restocking Fee

61 – 90 Days: 30% Restocking Fee

No returns will be accepted beyond 90 days.

Please see additional conditions or exceptions listed below. You can expect the credit to be applied to your account within five business days upon receipt of returned parts.

Additional conditions or exceptions:

Non-stock items are not accepted or approved for return or credit, some exceptions may apply, contact Hybrid Audio Technologies for further authorization.

Parts ordered in error valued at \$50.00 or less will not be authorized for return or credited.

Parts used or discontinued will not be accepted for credit under any circumstances, unless prior approval has been given as previously stated.

All returned products or parts must be sent freight prepaid and must be properly marked with the RMA Authorization number.

Any deviation from this procedure will result in delayed credit processing.

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Authorized returns should be returned to:

Hybrid Audio Technologies

RMA # _____

1240 Oak Industrial Lane

Cumming GA 30041

Shortages and Damages

Hybrid Audio Technologies makes every effort to ensure that you receive an accurate and complete parts order and that it is received undamaged. If a discrepancy in your order exists, please contact us at 770.888.8200 and report the problem by referencing your order number and the discrepancy.

If your order is damaged, call 770.888.8200 immediately for assistance with the damage claim and to reorder parts. See further instructions under "Freight Damage Claims." To assist in helping you, please save the damaged shipment container in the condition that you received it for damage claims inspection. A digital photo of the damage may be required.

Freight Damage Claims

In the event of damage, shipment damage must be noted on bill of lading. Notify the carrier, as well as Hybrid Audio Technologies at 770.888.8200. Hybrid Audio Technologies customer service will assist with the claim process, digital photos may be required.

All obvious package damages must be signed for as damaged with the carrier at the time of receipt. Products or parts MUST be inspected for concealed damage within 15 days of receipt.