



HEARTWAY USA

# HEARTWAY USA

## Return Policy

Update: 4-18-2013

- Heartway USA charges a 20% restocking fee for ALL returned items. The restocking fee is charged according to the amount on the original invoice. Returned product(s) must be in re-saleable condition as new with original packing box along with all alone accessories.
- Customer must call Service Dept. to obtain a Return Authorization Number (RA#) before sending any product(s) back to Heartway USA
- Do not return units or parts without RA #. Returned units or parts without a valid RA number will be refused, discarded, or returned at the shipper's expense.
- Credits will be granted upon receipt and evaluation of the returned product(s).
- Custom orders are non-refundable.
- ALL returns must be within 30 days from date of purchase and with an authorized RA #. No return will be accepted after 30 days from the date of purchase.
- If the return(s) is shipped back to Heartway USA by dealer or end-user:
  - 1) Customer is responsible for shipping back to at his/her own expense.
  - 2) It must be packaged carefully and clearly marked with RA # so that credit can be processed accurately. Improper Packaging may cause shipping damages to the part or unit being returned, which will affect the amount of credit to be refunded. All damaged parts or units must be replaced and/or repaired at the sender's expense.
  - 3) Original shipping charges are not refundable.

For questions regarding this policy,

Please call Heartway USA at: 866-464-9779, 8:30AM – 5:00PM EST.