



HAP STORE PRODUCT RETURN POLICY

Purchasers wanting to return items for credit may do so under the following conditions:

1. All returns require a Return Goods Authorization (RGA) number, which is active for 30 days from the date of issue.
2. Contact HAP Store's Customer Service for RGA assistance. Returned items must have the RGA# clearly visible on the outside of the package, along with any related documents or they cannot be accepted.
3. All inventory returns for credit must be received no later than the ninth month of the calendar year and the credit will be issued only to the original purchaser.
4. A 25% restocking charge will apply to all returns.
5. All returned items must be returned in their original packaging. Returned items must be complete with all manuals, documentation, etc. Acceptable returns must be in their original packaging, unused, free from defects or scarring and be current, non-obsolete product.
6. Returns must be made within 100 days of the date indicated on the original Purchase Order.
7. Products must be shipped back to the HAP Store freight prepaid. HAP System will not be responsible for any freight charges, duties, or fees and no credit will be given for them. Returns should include a Return Goods Authorization (RGA) number and be addressed to:

HAP Store
480 W Lake St, Unit 1
Roselle, IL 60172
support@hapsystem.com

Returns not meeting the above terms and conditions will be rejected and either returned to sender or disposed of at the sender's written direction. HAP Store will not be responsible for inventory returns that are lost or damaged during the transportation of the inventory to our facility. The original shipper should insure all returns to the full value of the return.