

## **Return for Refund**

In special cases, HighPoint may honor a request for refund.

### **Refund Requirements:**

- *Refund requests aged past 15 days of the original purchase date (purchase invoice) will be rejected.*
- *The product must be returned in good condition.*
- *All refunds are subjected to a 15% restocking fee.*

There are certain situations where only partial refunds are granted, such as any item not in its original condition, missing or non-original packaging, damaged product or accessories, product modification or alteration, or missing components (outside of HighPoint error).

Other conditions that may result in additional charges:

- *Damage to product*
- *Damaged accessories*
- *Missing components (kit contents)*

If a refund request is approved, the customer must arrange for a return shipment, and must cover all fees related to this shipment. Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. Refunds are issued as credit or company check only.

### ***Sale/Clearance Items***

Only regularly priced items may be refunded. Sale or clearance items cannot be refunded.

### ***Gifts***

If the product was marked as a gift when purchased and shipped directly to you, you'll receive a gift credit for the value of your return. Once the returned product is received, a gift certificate will be mailed to you.

If the product wasn't marked as a gift when purchased, or the gift giver had the order shipped to their address, in order to give to you later, we will send a refund to the gift giver, and inform them about your return.

## **Contact Us**

If you have any questions about our refund policies, or wish to check the status of your request, feel free to reach our Sales Department at [sales@highpoint-tech.com](mailto:sales@highpoint-tech.com).