

DOMESTIC Return Merchandise Authorization Policy and Procedure

Written notice of any claimed defect or nonconformity must be presented to Hypercel after such defect is first discovered, and any claim under this policy must be filed within the appropriate time from the date of delivery. Hypercel will, at its discretion, replace the item without cost for parts and labor.

Limitations and Exclusions:

This policy does not apply to the cost incurred for removal or re-installation, or to any product or part thereof which has suffered through normal wear and tear, alteration, misuse, accident, liquid, or neglect. Nor does it cover defects caused by improper testing, operation, maintenance, installation, modification or adjustment; acts of nature, including but not limited to fire, flood, earthquake, and other natural disasters.

Scratches or other cosmetic damage to product surfaces that do not affect normal operation are not covered under the above warranty.

THERE IS NO OTHER WARRANTY, EXPRESSED OR IMPLIED AND IN NO EVENT WILL HYPERCEL CORP. BE RESPONSIBLE FOR SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES, OTHER THAN AS HEREIN STATED.

Acceptable Return Authorization Request:

As we are a wholesale-oriented company, a \$100 minimum is required to process any RMA. A minimum of \$30 applies for Drop Ship customers. This will save time and shipping expenses for both companies. If you have any concerns or complaints about any of the products received, please notify The RMA Department, so that they may initiate the proper testing and RMA procedures. All returned products must be in the original manufacturer's cardboard or retail packaging. All returns will be checked and accounted for; all Non-Hypercel merchandise is subject to disposal. Quantities received must match the original request; they will be replaced or a credit invoice will be issued, upon the discretion of the RMA Manager.

Hypercel will directly process returns from the following manufacturers: **NoiseHush, Naztech, ECO Sound Engineering, HyperGear, KlipWhiz, ScreenWhiz, and Swiss Leatherware.** All other original equipment manufacturer (OEM) products are covered by their respective manufacturer's warranty, and must be returned directly to them. A list of their phone numbers have been provided for your convenience:

SuperTooth:	33.468.20.87.30	Kingston:	800.337.13719	Ballistic	954.832.3502
LG:	800.793.8896	Motorola:	800.653.5350	SanDisk	866.726.3475
Nokia:	888.665.4228	Samsung:	800.726.7864	Mobi	877.662.4462
Magnetize	800.717.7170	Shared Brands	303.785.8107	Matrix Audio	416.305.7127
Naztech	855.466.2983	NoiseHush	855.664.7348	Apple	800.275.2273

DOMESTIC Return Policy Terms

<u>From Invoice Date</u>	<u>Unopened Non- Defective</u>	<u>Manufacture Defective</u>	<u>Damaged In Transit</u>
<i>1-14 Days</i>	Full Credit on Account*	Request RMA within 60 days*	Refuse Shipment or notify Hypercel within 24 hours of delivery.*
<i>15-30 Days</i>			No Credit, Returns, or Exchange
<i>31-60 Days</i>	20% Restocking Fee **		
<i>61+ Days</i>	No Credit, Returns, or Exchange	No Credit, Returns, or Exchange	

***Shipping is to be Pre-Paid by Customer.**

****A 20% Restocking Fee will be applied to all Unopened, Non Defective products returned past 30 days from Invoice Date. A 40% Restocking Fee will be applied to all Custom Packaged, Non Defective products returned past 30 days from Invoice Date.**

*****Products with Custom Logos will not be accepted, unless the product is defective.**

Details:

1. Fax completed RMA Request Form and a copy of the Invoice to the RMA Dept. at 661. 310.7000 or email it to returns@hypercel.com.
2. Upon approval, the RMA Dept. will issue the customer an RMA Number via Email. Once an RMA Number has been issued, NO additional items will be accepted.
3. **If end users attempt to return a defective product outside of the timeline above, please refer them to contact the manufacturer directly to initiate a Warranty Replacement.** (Refer to Page 1 for Contact Information.)
4. Hypercel Corp. must receive, verify, and confirm the returned product. No credit will be issued for products returned that were not authorized on the original RMA Request.
5. **The RMA number must be clearly marked on the shipping package or it will be refused.**
6. Once an RMA number has been issued, ship the product(s) securely; clearly fill in the RMA number on a shipping label and attach it on the outside of the carton.
7. **Upon receipt of RMA number, please ship goods back within 7 days or your RMA will be canceled.**
8. All returns must be shipped to Hypercel Corp., in a secure box with original packaging.

RMA Request Form MUST Include:

- -Invoice Number.
- -Complete Part Number.
- -Quantity to be returned.
- -Return Code
- -Defective Description (if applies).
- -Invoice Date.
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If RMA Request Form is not filled out completely or properly, the RMA Request will be denied.



DOMESTIC RMA REQUEST FORM

Company:		Phone:	
Contact:		Fax:	
Account #:		Email:	
Sales Rep:		Manager Initials: (Office Use Only)	

Invoice #	Part # (Complete Part #)	Qty.	Return Code	Defective Return Note (If Applies)	Invoice Date	Price (Office Use Only)
						\$
						\$
						\$
						\$
						\$
						\$
						\$
						\$
						\$
						\$
						\$
						\$
						\$
						\$
						\$

Total # of Returned Items:	RMA#Issued:	Date:
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RETURN CODE LEGEND			
CODE	DESCRIPTION	CODE	DESCRIPTION
01	DEFECTIVE	06	ORDER REFUSED
02	UNUSED/BACK TO STOCK	07	DUPLICATE SHIPMENT
03	OPENED/ BUYER'S REMORSE	08	RECEIVED INCOMPLETE OR EMPTY
04	DAMAGED IN TRANSIT	09	ORDER ENTERED INCORRECTLY
05	INVOICING ERROR	10	QUALITY CONTROL ISSUES

If form is not filled out completely or properly, the RMA request form will be returned.