



## **Returned Goods Policy**

- Request for return of goods must be made within THIRTY days
- Authorization must be obtained before returning any merchandise
- Items must be in original packaging with packing slip enclosed and RMA # displayed on outside of box
- A 20% restocking fee will apply to all items returned except incorrect or warranty items
- RMA numbers are only good for TEN days. Once the RMA number has expired a new number must be obtained
- All original invoice charges will be credited unless it was an incorrect item and then UPS Ground only shipping charges will be credited. All shipping charges will be the responsibility of the customer for items returned for other than being incorrect. Items will not be credited until shipping is paid.
- All contracts are sold as a packaged unit. Any item(s) the customer chooses not to use will not be returnable.
- Any electrical items which have been opened will not be accepted for credit, except if defective
- Shortages or lost/damaged merchandise must be reported within FIVE working days from receipt of order
- Warranty items must have original invoice copy with reason for warranty consideration
- Credit will only be issued once part is determined effective by Hydro-Spray or Supplier

## **Returned Goods Handling**

- All Returned Goods MUST have an RMA Number
- Number is to be given to customer and logged on RMA Worksheet
- Once the item(s) are received an RMA tag shall be affixed with the RMA number that was assigned to the item(s) along with the manufacturer and date received
- Update RMA log as to action being taken
- Must update progress weekly
- Outside supplier credit will only be applied once confirmation is received by supplier. Must follow credit procedure.
- Hydro-Spray credit will only be applied once defective part is confirmed by technician. Must follow credit procedure.

### **PLEASE NOTE:**

Do NOT Pay from Sales Order. Credit Card Payments are subject to a 3% transaction fee. NO RETURNS ACCEPTED ON SPECIAL ORDERS, ELECTRONIC PARTS OR ANY CUSTOM ASSEMBLY/PART. 30 DAY RETURN POLICY ON SELECT PARTS PLUS A 20% RESTOCK FEE MUST BE IN ORIGINAL PACKAGING UNUSED-an RMA is REQUIRED. Contact [info@hsws.net](mailto:info@hsws.net).

**Returned Check Fee \$50.00.**

**\*\*Past due invoices accrue interest at 1.5% per month. Please pay within terms granted.**