

## WARRANTY INFORMATION for HT-400US

This product, except consumables or articles with limited resistance (e.g. a battery pack), is warranted by Hymn Technology Ltd to the original purchaser to be free from defects of quality at the time of delivery for a period of one year from the date of purchase. During the warranty period and upon proof of purchase, the product will be repaired using Hymn Technology Ltd replacement parts, or the product will be replaced with the same or similar replacement model within a reasonable period of time. To obtain warranty service please take or send the product, with a copy of your sales invoice or other proof of purchase that shows the date of purchase, to the Hymn Technology Ltd Service Centre or its appointed regional service agent. There will be no parts or labor charge to you. Due to the possibility of loss or damage during shipping it is recommended that when sending this product to the HT service centre you package the product securely and send it insured. The customer shall NOT have any claim under this warranty for repair or adjustment expenses if: The problem is caused by improper, rough or careless treatment. The problem is caused by improper repair or adjustment made by anyone other than the Hymn Technology Service Centre or its appointed regional service agent. The problem is caused by battery leakage or broken display, button, switch or socket. The case or battery pack is damaged or worn. Maintenance requested consists of repair or replacement of options, accessories, software or consumables (AC Adaptor, cable, battery pack etc) The warranty period has expired.

### RETURNS:

Must call within fourteen (14) calendar days of the shipping date found on your paid invoice. Thereafter, all sales are considered final. When you call we will issue you a RETURNED MERCHANDISE AUTHORIZATION (RMA) number. Packages returned without the required RMA number plainly written on the address label will not be accepted and will be returned. The RMA number will be valid for seven (7) calendar days - the returned item (with an RMA) must be physically received by us within seven (7) calendar days from the date you were given the RMA to receive refund consideration. Thereafter, all sales are final. Returns received with invalid, expired, or no RMA number on the label will be refused. Returned items must be in original packaging in new condition. Shipping and handling charges are the responsibility of the customer. The original shipping/handling charges are not refundable. If purchase was made on a credit card there will be a 3% restocking fee. Items that are returned scratched, damaged, written on, mishandled, missing accessories or missing any original packaging or product documentation will be subject to additional charges. We strongly suggest using United Parcel Service (UPS) or FedEx 2nd or 3rd day air express when shipping returns. If US Postal Service is used for return, please use a tracking system that they support. We accept no responsibility for lost shipments, delayed shipments, or misrouted shipment.

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