

RMA REQUEST FORM

(We accept UPS & FedEx shipments only. Do not ship via US Postal Service.)

RMA #: _____

Name: _____ Telephone: _____

Shipping Address: _____

Email: _____ Date: _____

Order #	QTY	Product	Date of purchase	Reason for Return

1. REFUND POLICY

Within 30 days of order: Full refund upon receipt of return and quality inspection, less outbound shipping if paid by Huafone, unless otherwise instructed by Huafone.

31-90 days from order: Less 15% refund upon receipt of return and quality inspection, less outbound shipping if paid by Huafone, unless otherwise instructed by Huafone.

91-180 days from order: Less 25% refund upon receipt of return and quality inspection, less outbound shipping if paid by Huafone, unless otherwise instructed by Huafone.

No refunds will be issued beyond the 180 period. All refunds will be credited back to the original payment method.

2. OBTAIN AN RMA NUMBER

Please call us first at (800) 886-5602 Ext. #2 to obtain a Return Material Authorization (RMA) number. RMA Request Form can be downloaded at www.huafone.com/rma, include the form in your return package.

Once we receive your item, we will inspect it and notify you the status of inspection and refund. We do not accept damaged goods. Original product packages are required.

3. INCLUDE THIS RMA REQUEST FORM IN THE RETURN PACKAGE

4. RETURN ADDRESS

Return Department, Detroit Huafone Technology, 1393 Wheaton Drive, Suite 700, Troy, MI 48083, USA

(800) 886-5607, return@huafone.com