



# Satisfaction Guaranteed Return Policy

## *Thirty Day Satisfaction Guarantee:*

Your satisfaction is our goal. If for any reason, you are not completely satisfied with your purchase, you may return it within thirty days from the date of shipment, as shown on your invoice, for a refund or exchange.\* After thirty days, please contact the manufacturer for warranty information.

## *What Should I Do to Return My Purchase for a Refund or Exchange?\**

step

1

Contact Harris Communications' Customer Service Department at

(800) 825-6758 *Voice*

(952) 906-1099 *Fax*

(952) 388-2152 *Videophone*

returns@harriscomm.com *E-mail*

(800) 825-9187 *TTY*

to receive a **Return Merchandise Authorization (RMA) number within thirty days from the shipment date.** Returns will **not** be accepted after fourteen days from the date the RMA is issued.

If thirty days has passed from the date of shipment, the item is no longer eligible for return or exchange—you are advised to follow the manufacturer's warranty instructions for repair service.

step

2

Complete the back of this form and return it with the merchandise being sent back. Prior to issuing a Return Merchandise Authorization (RMA), the Returns Department requires the following information:

- A. Purchaser's name, customer # and order number.
- B. Model number of item(s) to be returned.
- C. Reason for return. If defective, explain specifically what is wrong with the item.

step

3

- A. Repackage the merchandise in its original box with all papers, including warranties and instructions.
- B. Insert the entire repackaged merchandise and a copy of the original invoice or receipt in the shipping box, or wrap it in brown paper.
- C. Write the Return Merchandise Authorization (RMA) number on the outside of the shipping box or wrapping paper near your return address.

**Items must be returned in new and sellable condition, in the original packaging, with all papers, including warranties and instructions, and a copy of the original invoice. Items that are damaged or show excessive use are not returnable for a refund. We reserve the right to charge a restocking fee for returns.**

**IMPORTANT:** Packages with no RMA number written on the outside of the box will be refused and returned to sender.

step

4

Ship the item(s) to:

**Harris Communications, Inc.**

**Returns Department - RMA # \_\_\_\_\_**

**15155 Technology Drive**

**Eden Prairie, MN 55344**

If you live within the 48 contiguous US, most items are eligible for free returns. Your customer service representative will let you know how to make the return.

\*DVDs and computer software are not returnable once opened unless defective. Exchange of defective items will be for the same title/format only. Other product exclusions may apply.

## ***FREE Return Policy for the 48 Contiguous United States***

Free return shipping is available if you live within the 48 contiguous United States. There are a small number of items that are not eligible for free shipping or for free returns (as marked on our website and catalog). Free return shipping is subject to change without notice.

## ***Policy for Outside the 48 Contiguous United States***

**Product Refund:** Shipping and handling charges as listed on the invoice are non-refundable. To qualify for a shipping refund, the item must be found defective and a copy of your shipping receipt must be included.

**Product Exchange:** We will pay standard ground shipment costs to mail to you.

## ***When Should I Expect a Refund or Exchange?***

**Refund:** Orders paid by MasterCard, Visa, Discover, or American Express will be credited to your credit card account. Allow one billing month for the credit to appear on your credit card statement. Orders paid by personal check, cashier's check, or money order will be refunded by check. Allow two weeks after we receive the returned merchandise for processing of return and refund.

**Exchange:** Allow five business days for processing plus shipping time.

***Please fill out this form and return with merchandise.***

|   |   |
|---|---|
| <b>Your Order Number:</b> _____<br>(Found in upper right of packing list) | <b>Return Merchandise Authorization (RMA):</b> _____<br>(please write RMA # on the box as well)       |
| Name: _____   |   |
| Address: _____  |   |
| City, State, Zip: _____   |   |
| Phone Number: _____   | <input type="checkbox"/> Voice <input type="checkbox"/> Videophone <input type="checkbox"/> TTY       |
| Email: _____  | <b>NOTE:</b> Returns will <b>not</b> be accepted after fourteen days from the date the RMA is issued. |
| Fax Number: _____   |   |

| <b>ITEM BEING RETURNED</b>   | <b>ITEM BEING RETURNED</b>   |
|--|--|
| Item # _____   | Item # _____   |
| Reason for return: _____   | Reason for return: _____   |
| _____  | _____  |
| _____  | _____  |
| <b><i>Please check one:</i></b><br><input type="checkbox"/> Return for Credit<br><input type="checkbox"/> Exchange (same or other) _____ | <b><i>Please check one:</i></b><br><input type="checkbox"/> Return for Credit<br><input type="checkbox"/> Exchange (same or other) _____ |