

# HELIODYNE RETURN POLICY

RETURNS MUST BE PRE-AUTHORIZED BY HELIODYNE, INC. PLEASE CALL HELIODYNE PRIOR TO SHIPPING FOR A RETURN AUTHORIZATION (RA) NUMBER.

SHIPPING NEEDS TO BE PREPAID. ITEMS SENT FREIGHT COLLECT WILL NOT BE ACCEPTED.

RETURNS MUST BE MADE WITHIN 30 DAYS OF DATE OF DELIVERY AND BE ACCOMPANIED WITH PROOF OF PURCHASE. ITEMS RETURNED AFTER 30 DAYS OR WITHOUT AN RA NUMBER WILL NOT BE ACCEPTED. ITEMS RETURNED MORE THAN 30 DAYS FROM THE DATE THE RA IS ISSUED WILL NOT BE ACCEPTED.

ALL RETURNS ARE SUBJECT TO A 25% RESTOCKING CHARGE.

THE FOLLOWING ITEMS ARE NOT RETURNABLE:

- NON-STOCK OR SPECIAL ORDER ITEMS
- HEAT TRANSFER FLUIDS
- ELECTRONIC CONTROLS AND SENSORS
- ALTERED, DAMAGED, OR INCOMPLETE PRODUCTS

RETURNS WILL BE CREDITED, LESS RESTOCKING FEE, TOWARDS FUTURE PURCHASES.

RETURNED ITEMS MUST BE IN NEW CONDITION AND IN THEIR ORIGINAL PACKAGE. OPENED PACKAGES OR USED ITEMS WILL NOT BE ACCEPTED.