RETURNS POLICY

Product Returns

As part of **CORNET Microsystems Inc.,** ISO 9001:2000 quality assurance practices, all products returned are controlled through a **Return Merchandise Authorization (RMA)** process. To ensure that your return is processed quickly and accurately, you must obtain an RMA number from **CORNET Microsystems Inc.,** prior to returning your product(s).

Please follow the instructions below:

All product returns require a Return Authorization Number and return shipping address via email before an order can be shipped back.

All Return Authorization requests must be made within five (5) business days after delivery confirmation is provided by the shipping company.

Note that all returns are subject to a 15% restocking fee. This restocking fee applies to all returns for any and all reasons (except for products that were damaged prior to receipt). The original outgoing shipping cost and handling fees is not refundable, only the purchase price of the product(s) themselves less the 15% restocking fee. Finally, import/export tax, cost of shipping of the product to the return address we provide are also your own responsibility.

Any credit will be provided after receipt of the return shipment at our warehouse, and upon verification that the product is unused and in perfect condition. Credits may take 6-8 weeks to be posted to your account. Any bank fee for refund or credit will be charged to your account.

All returns for store credit or refund must be in resalable condition and be free of physical damage, include original packing material, manuals and all other accessories, if any, provided upon original delivery. Any non-resalable or physically damaged products will be sent back to you at your expense.

All merchandise may only be returned within twenty (20) calendar days from the time the shipment leaves **CORNET Microsystems Inc,**

Software is not returnable under any circumstances.

Prior to returning any item, you must receive a Return Merchandise Authorization (RMA) number. No return of any type will be accepted without a valid RMA number. All RMA numbers must appear on your return-shipping label. Packages without an RMA number clearly marked on the outside of the box will be refused or returned to sender at the consumers risk and expense.

All shipping and insurance charges on all RMA must be prepaid by the customer (NO COD'S WILL BE ACCEPTED).

Shipping and handling charges, insurance, import/export tax, and bank charge fees are not refundable under any circumstances.

We must be notified within 3 business days of receipt of any item that is missing or physically damaged in your shipment.

Defective Merchandise will be repaired or replaced at Seller's discretion.

All special order and custom product sales are final!

Any extra courier charges resulting from an incomplete or inaccurate address will be the responsibility of the purchaser.

SHIPPING INSTRUCTIONS FOR ALL RMA

Prior to returning any item, you must receive a Return Merchandise Authorization (RMA) number. No return of any type will be accepted without a valid RMA number.

All RMA numbers must appear on your return-shipping label. Packages without an RMA number clearly marked on the outside of the box will be refused or returned to sender at the consumers risk and expense.

For customs purposes, you must state "USA GOODS RETURNING" on all the shipping documentation, including the commercial invoice and on the box.

All shipping and insurance charges on all RMA must be prepaid by the customer (NO COD'S WILL BE ACCEPTED).

All merchandise returned must be enclosed in a box that meets all construction requirements of applicable freight classification! Packages received in any other type of container will be refused and will be returned to you at your expense. This includes but is not limited to items received packaged in an envelope.

Products damaged through neglect due to improper packaging or in shipment (this includes merchandise that was received and assumed defective by the customer),   will be returned to you non-repaired at your expense.