



HAMMAKA CUSTOMER RETURN POLICY

1. Unless stated otherwise by the retailer there is a 2 year warranty on all Hammaka products covering manufacturers' defects. Warranty does not cover color fading or the misuse or mistreatment of the product.
2. Proof of Purchase is required in order to complete return. (Hammaka needs to validate that product is ours in order to accept return)
 - *Proof of Purchase must come from an approved Hammaka Retailer.
 - *We will accept scanned image of the Original receipt by fax or by email.
3. Each Return must have an RMA number (Return Merchandise Authorization number assigned by Hammaka). Hammaka will not accept returns without prior authorization or an RMA number.
4. Only one RMA number can be issued for a receipt or and invoice.
5. No refunds will be issued for returned product. Defective product will be replaced with new product.
6. Customers are responsible for insuring an items return. Hammaka recommends using a carrier with tracking capabilities. Hammaka will not be responsible for any shipping loss.
7. Unless authorized, all return(s) must have the original packaging and accessories.
8. Shipping fees are non refundable. Customers are always responsible for return shipping costs and insurance. Hammaka will not reimburse any customer return shipping costs.
9. Hammaka will issue call tags if all the following apply.
 1. Proof of Purchase is within 60 days.
 2. Customer has supplied us with a fax or an emailed copy of the Proof of Purchase. Proof of Purchase is defined as a receipt from an approved Hammaka Retailer.
 3. Customer has supplied Hammaka with images showing the following.
 - a. The product is a Hammaka Product.
 - b. The product falls under our defective return policy.
10. Please allow 7-10 business days to process your return.
11. Customers may return products to the retail store from which they purchased the product according to that stores return policy. Product returned to stores will fall under "Wholesale Return Policy".
12. Hammaka does not offer a "buyer's remorse" policy. All sales are final and returns for cash will not be given.