



# Return Policy

Valid only in the Contiguous United States & Partial Canada\*

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At Hakka Brothers Corp®, we strive to ensure our customers are completely satisfied with their purchases. If for any reason you are not entirely pleased with your product, we offer a straightforward return policy to help address your concerns.

## Return Eligibility

- Returns must be initiated within **30 days** of the purchase date.
- Products must be returned in their **original or unused condition**, and in the original packaging.
- A valid **proof of purchase** (receipt or invoice) is required for returns.

## Non-Returnable Items

- Items marked as "final sale" or "refurbished" at the time of purchase.
- Custom or personalized items.

## Returns With Missing Parts

- Upon return, an inspection will be conducted. If missing parts are identified during the inspection, a missing part fee will be applied. The amount of the missing part fee will depend on the specific parts missing.

## Restocking Fees

- A restocking fee of 20% of invoice purchased product(s) for commercial customers and 30% of invoice purchased product(s) for residential customers will be applied to all returned items to cover the costs associated with processing returns.
- Processing returns requires our warehouse team to dedicate time to handling and inspecting returned items, which can impact their regular duties. To maintain our competitive wholesale pricing, we've implemented restocking fees.

## Refunds

- Once we receive and inspect your return, we will process your refund within **7-10 business days**.
- Refunds will be issued to the original payment method used at the time of purchase.
- Refunds may not be issued for items that do not meet the return eligibility criteria.



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## Return Inquires Contacts

- For any questions or concerns regarding this warranty, please reach out to our Customer Service team:
  - **Email** [order@hakkabros.com](mailto:order@hakkabros.com)
  - **Visit** <https://hakkabros.com/pages/contact-us>
  - **Call** 800-960-7618 or +1 510-838-5973

Our team is here to assist you and ensure you have a satisfactory experience with Hakka Brothers Corp®.

\*Partial Canada only include provinces of BC, AB, SK, MB, ON, & QC.