

Refund policy

HighPoint Store

Return & Refund Policy

Returns

HighPoint offers a 15 day refund policy, from the date of purchase. Items aged beyond 15 days do not qualify for a refund. Please consult our standard RMA policy for such items: [Warranty & RMA](#)

To be eligible for a full refund, your item must be unused and in the same condition that you received it. It must also be in the original packaging.

In order to process your require, we require a receipt or proof of purchase.

Note: There are certain situations where only partial refunds are granted (if applicable):

- Any item not in its original condition, is damaged, or missing parts for reasons not due to our error
- Any item that is returned more than 15 days after delivery

Refund Requirements:

- Refund requests aged past 15 days of the original purchase date (purchase invoice) will be denied.
- The product must be returned in good, as-received condition.
- All refunds are subject to a 15% restocking fee. Additional fees may be applied based on the condition of the return, and the product series (please refer to the policy statement available from the product page).

There are certain situations where only partial refunds are granted, such as any item not in its original condition, missing or non-original packaging, damaged product or accessories, product modification or alteration, or missing components (outside of HighPoint error). Other conditions that may result in additional charges:

- Damage to product
- Damaged accessories
- Missing components (kit contents)

If a refund request is approved, the customer must arrange for a return shipment, and must cover all fees related to this shipment. Once your return is received and inspected, we will send you an email

to notify you that we have received your returned item. Refunds are issued as credit or company check only.

If you've tried all of the above, and you still have not received your refund, please contact us at sales@highpoint-tech.com

Sale Items (if applicable)

Only regular priced items may be refunded. Sale items cannot be refunded.

Exchanges (if applicable).

We will only replace items if they are defective or damaged. If you need to exchange it for the same item, please contact us via email at sales@highpoint-tech.com

Please ship the item to:

ATTN: RMA Department

41650 Christy St.

Fremont, CA 94538

Gifts

If the item was marked as a gift when purchased and shipped directly to you, you'll receive a gift credit for the value of your return. Once the returned item is received, a gift certificate will be mailed to you.

If the item wasn't marked as a gift when purchased, or the gift giver had the order shipped to their address, in order to give to you later, we will send a refund to the gift giver, and inform them about your return.

Shipping

To return your product, please ship to

ATTN: RMA Department

41650 Christy St.

Fremont, CA 94538

Note, you will be responsible for paying for your own shipping costs for the return of your item.

Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.

Please note, we cannot guarantee that we will receive your returned item. If you are shipping an item over \$75, we recommend using a trackable shipping service or purchasing shipping insurance.
