

## PRODUCT RETURN POLICY

This policy covers the return of **HITACHI** Inverter products (excluding Warranty returns, which is covered by a separate policy). Under this policy, original Purchaser may return products to Hitachi America, Ltd., with its **PRIOR APPROVAL\***, for credit under the following terms and conditions:

**Product MUST BE in its original UNOPENED, UNMARKED carton.**

Any product whose carton has been opened (seal broken), has a label affixed, or has been marked on in any way is not considered suitable for resale, and will not be accepted for credit.

Customer must return the product to the Hitachi's USA inverter warehouse, freight prepaid. The product carton should be packed inside another box with adequate protection from damage. Upon receipt, the product will be inspected and evaluated. If the packaging is found not to be in "as-new" resalable condition, the customer will be notified, and will be offered the option of having the product returned to them, freight collect.

Valid returns will be credited the original purchase price **minus a restocking charge of 15%** (fifteen percent). The minimum restocking charge will be fifty dollars (\$50). Shipping/freight charges will NOT be refunded.

**Valid Returns**

The unit must have been purchased within ninety (90) days of the date it is received by Hitachi. Only products sold by Hitachi America, Ltd. through its North American sales network are eligible for this program.

\* **PRIOR APPROVAL:** Contact your Hitachi Sales Assistant with pertinent details to obtain an RMA number and shipping instructions.

**IMPORTANT:** If the return is due to a Hitachi error, the restocking charges will be **WAIVED**.