



DIVISION ARTES GRAFICAS

**GRUPO HITECH RAAMEX SA DE CV**

[WWW.GRAAMEX.COM.MX](http://WWW.GRAAMEX.COM.MX); [WWW.GRAAMEX.COM](http://WWW.GRAAMEX.COM)

**MEXICO:**

*Plutarco Elías Calles 1180*

*Colonia Militar Marte*

*Deleg. Iztacalco*

*DF, México 08830*

*Tel: 55.9180.4827 / 55.8421.3751 / 55.7258.8287 / 55.6587.6764*

*Fax: 55.9180.4827*

### **Grupo Hitech Raamex Sa de CV Return Policy**

The irrevocable acceptance of this Policy by the distributor will take place through:

Grupo Hitech Raamex Sa de CV Return Policy.

The present document purpose is to establish the merchandise return policy (RMA) for products sold by Grupo Hitech Raamex SA de CV to the buyer. We inform you that our Returns Policy of Grupo Hitech Raamex SA de Cv, may change without prior notice.

Grupo Hitech Raamex SA de Cv may accept the return of a product, as long as it complies with each conditions established in this Return Policy.

You must request authorization to return the products (hereinafter "the product"), to Grupo Hitech Raamex SA de Cv through the email [marketing@graamex.com.mx](mailto:marketing@graamex.com.mx); Once your request has been received by this means, Grupo Hitech Raamex SA de CV agrees to confirm your request via email, within 24 hours of receiving the request.

The return charge is calculated taking the invoice date and the date the product is physically located at the branch.

You must send your product with freight paid to our office in CDMX or present by yourself directly with the following documents:

- Printed request confirmation.
- Legible invoice and its serial number copy
- The product must meet the following requirements:
  - The longest date to receive a product return will be 30 (thirty) calendar days from the invoice date, there are no exceptions.
  - The product must be complete, in perfect condition for sale, closed, the seals, packaging, manuals and accessories must be original.

Days after the product billing date.

#### **Charge**

From 1 to 10 days	Not fees.
From 11 to 20 days	5% on value's product.
From 21 to 30 days	10% on value's product.
Over 30 days	The product can no longer be returned and it must be paid 100% according to the original invoice that covers the product.

Grupo Hitech Raamex SA de Cv will issue Credit Notes to you, in accordance with the amount resulting from the lowest price on the invoice and the list price valid on time of receiving the product at the office. In the event that the return of the product generates any charge described above or the product invoice contains any payment or rebate, an invoice will be generated with said charges.

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Freight charge and minimum billing charge will not be refunded. We inform you that for no reason can't be accepted product in return even if an RMA number has been granted if it complies with any of the following cases:

- The product was used.
- The packaging or product boxes have non-original labels or are violated, scratched, knocked, dirty or with another form of abuse.
- The packaging or boxes are not original or are open.
- The product has been requested on request.
- The product is obsolete or out of line.
- The product was sold by the auction area.
- The product was assembled.
- The invoice has the legend "Not return and/or cancelation".

**\*\* If the product is rejected, you must pay the return freight cost \*\***