



JETTERS, HIGH PRESSURE PUMPS & SYSTEMS

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Return and Exchange Policy

Effective July 1st, 2018 Harben Inc will be implementing a new policy for all return and exchange request on spares/parts and accessories. We are determined to make the Return and Exchange process simple and hassle-free for all Harben customers and dealers.

Customer satisfaction is our top priority. We guarantee the quality of our products and pride ourselves on providing excellent customer service. If for any reason the customer is not completely satisfied with their purchase, Harben Inc will be happy to coordinate an exchange for the item that better meets the customer's needs.

An RGA (Return Good Authorization) number will be required for all exchanges/returns. Please contact PARTS for the required RGA number. If Harben is at fault for shipping poor quality parts or for shipping the incorrect parts a credit will be issued for the amount of the part(s) only.

Return Conditions

Items returned within 30 days of receipt are eligible for an exchange or full refund/credit (Less Shipping Charges) subject to Return Conditions:

- Items must be returned in NEW (unused, untested, and in resalable) condition, with all accessories, and kit components if applicable.
- For your protection, items must be returned by a carrier of choice (UPS, FedEx for example) prepaid, and insured for the full value and safely wrapped to prevent shipping damage. All charges related to the return of items to Harben Inc. are the responsibility of the customer.
- We do not accept returns or exchanges on customized items.
- Any item returned after the first 30 days are eligible for a refund/credit less 15% Restock Fee (Less Shipping Charges).
- Any NON-HARBEN items (such as: Stoneage Tools, KEG, ENZ, etc.) will be eligible for return (LESS Shipping Charges) and a 15% Restock Fee will apply. We cannot accept any return past 30 days for any non-Harben items.

Upon receipt of the returned item(s), the refund will be processed within 7-10 business days. To assist us in processing your return in a timely manner, please include a copy of your packing slip in the box.

Harben Incorporated would like to thank you for your continued business and support!