

# RETURNS PROCESS

Please see below for a new process for your returned items:

- Please begin by contacting your dedicated customer care team via the phone number on your website.
- The customer care department initiates the return with HPI's Credits Returns and Debits team via email of the RGA form.
- The Credits Returns and Debits team will then seek the proper approvals.
- Once approved, Credits Returns and Debits will email you or your customer care rep (depending on what was specified in the initial request) the RGA paperwork for inclusion into the return box.
- Next, ship it back to HPI where it will be received into the proper warehouse for processing.
- Once the package's content has been verified, returns in Eudora will release the credit/exchange order and credits will apply within 24 business hours.

If you have any questions or concerns regarding the new process, please contact customer service.