

## 1. Warranty Coverage

Hypex Electronics products are warranted to the original purchaser as follows:

- **Consumer Warranty (B2C):** A 2-year limited warranty from the date of purchase. This covers defects in materials and workmanship under normal usage.
- **Business Warranty (B2B):** A 1-year limited warranty from the date of purchase, specifically for business-to-business customers.

The warranty covers parts essential to the functionality of the device. It **does not cover** cosmetic wear, damage from accidents, misuse, or neglect. Any unauthorized modification, disassembly, or tampering with the device or its accessories will void the warranty.

For more details, please refer to the warranty information on our FAQ page.

## 2. Return Policy for Purchases

If you've ordered a product and would like to return or exchange it due to a change of mind or an incorrect order, please contact [sales@hypex.nl](mailto:sales@hypex.nl) within 14 days of receipt to initiate a return request.

### Return Conditions:

- A return label will be provided for eligible returns.
- Returns without an official return label will not be accepted.

## 3. RMA Procedure for In-Warranty Claims

If your Hypex product encounters a defect within the warranty period, please fill out the **Return Merchandise Authorization (RMA) request form** on our website or contact [support@hypex.nl](mailto:support@hypex.nl) for guidance.

This process ensures that your return is properly documented and tracked for a smooth resolution.

## 4. RMA for Out-of-Warranty Products

For products no longer under warranty but less than 5 years old and still part of our active product line, Hypex Electronics offers a flexible repair service.

### Repair Process:

- Contact [support@hypex.nl](mailto:support@hypex.nl) to request repair services.
- Repair costs will be provided and must be paid prior to the return of the repaired product.
- Please note that repairs may not be available for discontinued products.

## 5. Additional Limitations

Hypex Electronics is not liable for any indirect, incidental, or consequential damages resulting from the purchase or use of our products. Warranty claims and repairs will adhere to current laws and business-to-business trade regulations.

For additional questions about our warranty and return policy, please reach out to [support@hypex.nl](mailto:support@hypex.nl).

### Who is covered by the warranty?

Hypex Electronics offers a limited warranty to direct customers of Hypex Electronics. The warranty applies only to the original purchaser and is non-transferable.

### What is covered by the warranty?

The warranty covers all design and production-related defects that are detected and confirmed by Hypex Electronics within the warranty period. Any repairs or modifications to the product will void the warranty.

### How long is the warranty period?

Hypex Electronics offers the following warranty periods:

- **Consumers (B2C):** 2-year limited warranty from the date of purchase.
- **Business Customers (B2B):** 1-year limited warranty from the date of purchase.

### When does the warranty period start?

The warranty period begins on the date of purchase.

### What are the return terms?

Customers must ensure that returned products are delivered to Hypex Electronics or a service partner designated by Hypex. All costs associated with returning the product, including customs duties and insurance charges, are borne by the customer. Hypex Electronics is not responsible for any damage to the product during transit. Upon receipt, all returned products and materials become the property of Hypex Electronics.

### What should I do before returning my product?

Complete a Return Merchandise Authorization (RMA) request. Go to "Submit a Claim" on our website, fill out the form, and submit it. Then, wait for Hypex Electronics to confirm claim acceptance by email.

### Can I repair a product myself?

Any repair or modification of the product by unauthorized personnel will void the warranty unless otherwise agreed with Hypex Electronics. For repairs, please always contact our support team at [support@hypex.nl](mailto:support@hypex.nl).

## 1. Registration of the Return

- Collect all products you wish to return for service or warranty claims.
- Go to the "[RMA Request](#)" section on our website and complete the online RMA form to register your request and ensure a streamlined process.

## 2. Authorization

- Hypex Electronics will evaluate the warranty claim based on the RMA form and respond via email with further return information or additional questions, if needed.
- Note: Authorization and evaluation can take up to five (5) business days.

## 3. Returning the Products

- Once the return has been accepted, pack the products securely and ship them within 15 business days. You have to send a parcel with all delivery and custom duties paid.  
If you have a track and trace number, please share it with us for smoother tracking.
- We kindly request that products are returned clean, unmodified, and without mechanical damage to facilitate efficient processing.
- Mark the package clearly as "Warranty return / Repair Product." This helps ensure that no customs fees are applied upon receipt in the Netherlands, as this is a warranty return with no commercial value. Otherwise, the customs clearance fee will be paid by you before we can have the package at our location.
- Use the template that will be send by our service department

## 4. Claim Processing

- Upon receipt, Hypex Electronics will analyse the defective product.
- Resolution: Based on our assessment, the product will be replaced, repaired, or credited at our discretion.
- Service for Out-of-Warranty Products: If the product is out of warranty, service costs will apply. We will inform you of these costs in advance.
- Note: We provide a summarized failure reason as part of the service. Upon agreement, we can share a detailed 8D report if necessary (OEM customers only).

**Thank you for helping us improve our products!**