

Hall Research Products Warranty

Hall Research guarantees that the supplied equipment is free from defective workmanship and materials. Subject to the agreements set forth, Hall Research will repair or replace, at its option, the defective components for a period of 3 years from the date of purchase if purchased after January 1st, 2016. Equipment purchased before January 1st, 2016 have a 2 year warranty. Warranty is void if item is subject to improper use, negligence, or unauthorized modification. All products Hall Research sells have no user serviceable parts inside. Opening the unit without written permission from Hall Research will void the warranty.

Units repaired while under warranty will continue to carry the original warranty.

Exceptions to this policy are B-Stock products and Discontinued products. B-Stock/Refurbished products are warranted for 180 days. Discontinued products are warranted for One year.

Requesting an RMA

If you determine that your unit is malfunctioning, do not attempt to repair the unit. The unit contains no user serviceable equipment. Opening the unit will void the warranty. Contact the Hall Research Technical Support department at 714-641-6607 to obtain an RMA (Return Authorization) number. Before you do, make a record of the history of the problem. We will be able to provide more efficient and accurate assistance if you have a complete description.

Advance Replacements

To qualify for an advance replacement the product must be within the 1 year warranty period and the Hall Research support team member must agree that the product may be defective or has failed. Customers may then place an order for a replacement on his/her account or credit card. Upon receipt of the defective unit, a credit will be issued against the replacement minus shipping charges and minus any physical damages. Advance replacements for products which fail in the first 90 days will be refunded the cost of the unit plus ground shipping.

The Warranty for an Advanced Replacement item is portable from the original purchase date of the item..

Out of Warranty Repairs

Out of Warranty equipment will be repaired for a minimum charge of \$100 per model at the discretion of Hall Research. Some items that are out of warranty may not be eligible for out of warranty repairs, this is usually because the anticipated repair cost is higher than the replacement cost.. Customer will be notified of charges and payment secured before work is performed. Such repairs are warranted for 180 days (6 months) from the day of reshipment to the Buyer.

Returns for Credit

Returns requested within 90 days of the original ship date from Hall Research will receive a full refund (minus shipping charges) if the product is fully functional, completely free of any damages or scratches and includes all components and packaging originally shipped with the product. Any missing components or damage will have their cost deducted from the purchase amount. No returns after 6 months from the original ship date.

Restocking Fees

Minimum 15% restocking fee for returns over 90 days from the original ship date from Hall Research.

Limited Liability

IN NO EVENT SHALL THE DIRECT VENDOR'S LIABILITY EXCEED THE PRICE PAID FOR THE PRODUCT FROM DIRECT, INDIRECT, SPECIAL INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM THE USE OF THE PRODUCT OR ITS DOCUMENTATION