

XHT Return Policy

It is assumed and encouraged by XHT that the purchaser has full understanding of the purchased product, its functionality, capabilities and quality. All orders must be paid in full to begin the fulfillment process.

Any product purchased from XHT where XHT has been notified by its suppliers the item is unable to be shipped (item no longer available or discontinued) a full refund with 100% funds will be returned to the customer within 7 days of notification. Any item purchased where XHT is unable to ship the product within 30 days from the time of purchase the customer will be notified with the option to cancel with full refund or to continue with the order.

All big-ticket item sales (over \$1000) and bundles after the product(s) is shipped are considered final sales. Unopened undamaged box products under a \$1000 purchase price have a 15-day return policy (from date delivered to the customers address). All return shipping costs are the responsibility of the customer. A 15% restocking charge will be applied. The remaining 85% will be refunded to the customer once the product arrives at XHT, inspected, confirmed unopened, and in like new saleable condition.

All opened box products are considered final sales.

Any product deemed physical damage will not be refunded by XHT and all Warranty voided.

We advise the customer to thoroughly inspect all delivered boxes before signing from the shipping company.