



MEGATEK LIMITED RMA POLICY

Requesting Return Authorizations

Return Authorization Numbers must be obtained by contacting MEGATEK LIMITED via email: info@megatek.hk. Products returned without authorization numbers will be returned to the sender.

Incorrect Product

MEGATEK LIMITED requires that a copy of the original invoice for the related shipment be provided for any return requests. Products must be returned with original packaging and labeling. Your account will be credited, when product returns are received and verified by our warehouse.

Failed Product

If you receive products that do not meet the related specifications, MEGATEK LIMITED will request that a Failure Analysis Form be completed regarding the failure.

If the failure is confirmed, MEGATEK LIMITED will authorize the return of affected products and provide replacement products or credit.

If the failure is not confirmed, MEGATEK LIMITED will forward the completed Test Report and exhibits back to you.

Shipping Damage

If you receive any products with visible damage to external shipping containers, please, report the problem directly to the carrier at the time of receipt.

Return Requests due to Customer Errors or Customer Convenience

In case of Customer Error or Customer Convenience, MEGATEK LIMITED will consider any return requests at sole discretion and no obligation to the customer. Any returns of this nature are subject to 50% restocking fees. Generally, MEGATEK LIMITED processes orders as NCNR (Non-Cancelable, Non-Returnable)

For further information or questions on specific product return requests, please, contact us by the e-mail: info@megatek.hk