

Return Materials Authorization

1. If for any reason there is a problem with your order, please call 1-800-8-hermes for an RMA number within fifteen (15) days from the date of shipment, prior to returning any merchandise. Failure to obtain an RMA number may result in the package being returned to you freight collect.
2. Before calling for an RMA number, you must have the following information available.
 - a. Invoice Number
 - b. Stock Number of Item
 - c. Serial Number of Item (Machines Only)
 - d. Nature of Problem (Please be Specific)
 - e. Customer Account Number
3. All RMA numbers are valid for fifteen (15) days from date issued or expiration of basic warranty period where applicable. Please ship items as soon as possible.
4. Any product returned to Gravograph – New Hermes must be complete and unused. If the product shows signs of use it may not be returned. All returns must be in their original shipping carton with original packing material and include all material and include all manuals, cables, kits and accessories if applicable. Credit may not be issued unless the above conditions are met. All returns are subject to a 20% restocking charge. No returns are allowed on custom fabricated products.
5. Returned items must have the RMA number clearly marked on the shipping label on the outside of the package. Please do not write on the carton itself.