RocketAIC Series

Cancelled Order Policy

HighPoint is charged for every refund request submitted to the merchant system – this charge is not credited nor refundable. To explain further, whenever HighPoint refunds a customer, the merchant system will automatically apply a fee to the transaction. When any charge is processed, costs are incurred from the CC/Payment networks (such as Visa, Mastercard, PayPal.). The rules/guidelines for refunds are established by these networks, which in most cases, will keep the upfront cost of the transaction

All RocketAIC orders placed through our e-store are considered final and non-cancelable, non-returnable (NCNR) unless otherwise stated. In the rare circumstance that a price change occurs and HighPoint needs to adjust the price, the customer has the option to cancel the purchase order (PO).

It is important to note that it is unlikely for price changes to occur after an order has been accepted. However, in the unlikely event of such a change, customers will be promptly notified of the price adjustment and provided with the option to cancel their PO.

In the event of a canceled PO due to a price change, customers will receive a full refund of any payments minus the transaction fee incurred for the affected order. Refunds will be processed in accordance with our standard refund policy and timelines.

Rejected Deliveries (unused/unopened): If the order is refused at the time of delivery, you will be responsible for the fees outlined above, in addition to the transaction fee, and any fee's applied to the return shipment by the carrier.

We urge customers review their orders before final submission. If you have any questions or concerns about the product or purchasing, ordering and shipping processes, don't hesitate to Contact Us directly.

Notice: Delivered products cannot be returned for any reason without prior written authorization from HighPoint Technologies, Inc.

Important: **HighPoint does not offer a refund policy for any RocketAIC series product that has been delivered to the customer.**