

The High Definition Store.com Terms & Conditions Policy



All Returns Require Prior Authorization

Please call 1-888-429-4388 for a Return Authorization Number. Any item returned without authorization will be refused.

Return Of New Items

The High Definition Store.com allows you to return any new, factory-sealed and unopened merchandise within 15 days of your purchase date. You may choose a full-credit product exchange or a full credit by the same means payment was made. Shipping charges cannot be refunded.

Shipping Restrictions

Free shipping only applies for the 48 contiguous states. Residents of AK and HI will incur additional charges. Please call or Email to inquire.

Return of Defective

Items The High Definition Store.com allows you to return defective merchandise within 15 days of your purchase date. You may choose a full-credit product exchange or a full credit by the same means payment was made. Please include a detailed written description of the defect and how to replicate the problem. Merchandise found to be non-defective will be subject to a 15% restocking fee. Additional fees may be assessed for missing hardware. Shipping charges cannot be refunded.

Damaged Items

If the package is physically damaged in transit it should be refused upon delivery. A replacement unit will be sent out. Any concealed physical damage must be reported to us within (3) days of receiving it so a claim may be filed. Again, a replacement unit will be sent out.

Any operational problems will be handled by a local authorized service center to determine if it is a simple fix or if replacement is necessary.

We do not accept good stock returns.

Non-Returnable Items

The High Definition Store.com is unable to accept returns of the following items:

- * Televisions over 19 inches
- * Cut-to-length audio or video cable
- * Special order merchandise
- * Audio/Video furniture

Packaging Your Return

Returned merchandise must include all factory packed accessories in the original carton with all UPC and Bar Codes intact. Incomplete returns will receive a reduced credit reflecting any missing accessories. Your Return Authorization Number must be displayed prominently on the outside of the shipping box.

Return Shipping Costs

You are responsible for shipping any return product to our warehouse. In the case that you

exchange a defective product for a new product, The High Definition Store.com will provide and pay for the outbound shipping for replacement merchandise. Returned merchandise must arrive no later than 15 days after we provide you with a Return Authorization Number.

Processing Time

Returns meeting the conditions outlined above will be processed within 5 business days following receipt. Processing may be slightly extended during peak business periods.

15 Day Price Protection

The High Definition Store will price-protect your order up to 15 days from the day purchased. If the price of your item reduces within 15 days of your purchase, notify us of the change, and the difference will be credited to you.

Please Call for a Return Authorization: 1-888-429-4388

For Returns via US Postal Service, FedEx, UPS, etc

The High Definition Store.com

Attn: Returns

270F Duffy Avenue

Hicksville, NY 11801