

Dear Valued Customer,

Please be informed that our company will officially stop sales on May 20th, 2025 and permanently close our doors on May 30th, 2025.

We will continue to provide warranty and repair services for at least one year after the main HTE USA office closes.

Starting from June 1, 2025, customers may request repair services by contacting:

✉ Email: repair@hteamerica.com

Please include: the name of the product, the machine serial number, and a description of the problems you are having. We will respond with a Repair Number (RP number) and instructions on how to send your machine to us, including the mailing address.

We will do our best to reply to your messages in a timely manner

Sincerely,
HTE Repair Services

Customer Payment Terms and Agreement

Terms and Conditions

- The customer must complete payment within 30 days after receiving the quotation; otherwise, the repair request will be automatically considered abandoned.
 - If the payment deadline is exceeded, the repair center will not return the product and will no longer accept any reimbursement or repair requests.
 - The repair center will retain the product for up to 60 days. After this period, any unpaid items will be considered discarded without further notice.
 - Repairs within the warranty period are free of charge; however, return shipping costs are the customer's responsibility and must be paid before the item is returned.
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Customer Acknowledgement

I, the customer, have read and agree to the above payment terms.

Customer Name _____

Signature _____

Date _____

Repair Policies

- Please email repair@hteamericas.com with your machine's serial number to request a repair order and RA number.
- All repair packages must clearly indicate the RA number; otherwise, they will be returned.
- Hsin Ten does not provide prepaid shipping labels for repairs.
- Please include all accessories (power cords, test pens, connectors, etc.) when shipping the product.