

Shipping & Returns

General

All orders placed via www.hattongrp.com website are subject to availability of products and services. Our product turnover is high and therefore we may not have products you are interested in stock. We update our website daily; however, it may not show up-to-date quantity of product.

You will receive e-mail or phone call notification about product availability from us. Hatton Group Limited Inc. is opened Monday throughout Friday, from 10.00 am to 10.00 pm PST, during which we usually arrange shipping of your orders.

Delivery Date

Delivery date depends on few factors such as availability of product, shipping method, and destination.

You may receive e-mail from us notifying you about availability and estimated time of arrival of your purchase.

Online orders placed via website will be processed **within 2-3 days.**

Shipping Address Other Than Your Billing Address

If your shipping address is different from your billing address of your credit card, we may contact you to locate the alternate address with your credit card company.

Your order shall not be processed until after your payment would be confirmed.

Shipping and Handling Charge

In some cases, our website will not be able to determine freight charge on your order at the moment of checkout. This mainly pertains to international shipments, where rates vary based on weight, size of shipment, shipping method and mode, freight carrier, and destination.

You will be notified via e-mail what freight charge will be within 1-2 business days. You also may specify freight carrier, your account number, and mode of shipment during order placing on our website.

Please do not send payment until you learn the final amount for your order (including total amount, freight charge amount and other applicable charges). Otherwise, it will delay processing your order.

Please note that you will be charge handling fee based on product selection and it will be included as part of freight charge.

Returns

You have the right to reject the products in case when products failed your specification requirements. Acceptance or rejection

shall be made promptly within 30 days of the shipment of a product. Hatton Group Limited Inc. shall replace rejected product or reimburse the charged price to you in case of inability to delivery product that meet requested specifications.

You should obtain Return Merchandise Authorization (RMA) in order to return product(s) when requested by Hatton Group Limited Inc. Product(s) returned without RMA shall not be accepted and Hatton Group Limited Inc. responsibility shall be waived.

Exchange

In order to facilitate our customers' needs we allow you to exchange product(s) previously purchased for another product(s) (subject to availability). Exchanged product shall be equivalent to the previously purchased product in value. You should notify us about exchange of product as soon as possible, but no more than 15 days since the date of the shipment.

Please note you will be responsible for the freight to return the old product and to receive exchanged product.

Export Compliance

Prohibited countries/destinations/parties: Belarus, Eritrea, Cuba, Iran, Iraq, North Korea, Sudan, Syria, Venezuela . For full list of all prohibited for export countries and destinations, please visit www.bis.doc.gov

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U.S. export regulations require that all international and domestic transactions be screened against the U.S. Government listing of prohibited end users. Shipments to certain individuals, organizations, or institutions who have violated U.S. export laws are prohibited. It is the policy of Hatton Group Limited Inc. not to export commodities or provide services to any party, whether in the U.S. or abroad, who is listed on the U.S. government export prohibited lists, including but not limited to the Treasury Department's Specially Designated Nationals List and Commerce Department's Entity and Denied Persons Lists.

Conflict Minerals Policy

Hatton Group Limited Inc. is committed to sourcing materials from companies that share our values around human rights, ethics and environmental responsibility. We expect our suppliers to comply with our Conflict Minerals Policy and meet our expectations, including

Conflict Free sourcing. We strongly support industry efforts such as the Electronics Industry Citizenship Coalition (EICC) and Global e-Sustainability Initiative (GeSI) to enable companies to source conflict-free minerals. Hatton Group Limited Inc. will address any concerns about or potential violations of this policy.