



## **Return of Merchandise Authorization (RMA) Procedure**

Before you decide to ask approval for an RMA you need to be aware of the following points.

### **1. Normal use and do not open the HandShoe Mouse without consent of Hippus**

Hippus gives a one year warranty based on correct / normal use of the mouse. The warranty expires if the mouse has been opened by the user without consent of Hippus NV.

### **2. The cost of the return shipment is depending on the reason for return:**

- If you live outside the European Union and you wish to return the HandShoe Mouse you need to pay for the shipping costs and we will refund 75% of your purchase price provided that the HandShoe Mouse is returned within a period of 30 days after delivery AND
  - the HandShoe Mouse is returned in a perfect condition,
  - in its original box,
  - with all the original contents as described under point 3
- In case of a technical defect we will refund your return shipping cost
  - The technical defect has to be established by our technical support team upon inspection after arrival at our premises
  - We will either repair or replace
  - If we establish that there is no technical problem we will charge you with inspection cost (€25) plus return shipping costs to your address
- In case you ordered the wrong size, the shipping costs are at your expense
- For any other reason: shipping costs are at your expense

### **3. Check the contents of the original box**

A HandShoe Mouse can only be returned if it is clean, not damaged and the following original contents are included in the original box:

- HandShoe Mouse
- Original cable
- Folded instruction manual
- Protective bag (black pouch)
- Dongle / micro antenna (for wireless version only)

### **4. Send us the original box in a padded envelope or box**

- We will only accept the return package if all of the above is present in the original box which has to be sent to us in a padded envelope or box.
- Do not put any stickers or labels on the original box or otherwise we will have to charge you for a new box (€10).

5. **To be absolutely sure, first check the operational functions and user instructions under [www.handshoemouse.com/faq.html](http://www.handshoemouse.com/faq.html) and [www.handshoemouse.com/tips.html](http://www.handshoemouse.com/tips.html)**

## 5.1 Common Questions for the Wireless HandShoe Mouse

### 5.1.1. *Cursor does not move on the screen.*

This might be caused by the battery save mode of the HandShoe Mouse.

To save battery power, the wireless HandShoe Mouse goes to sleep in 3 separate steps.

- First, the mouse is on stand-by
- Second, the mouse goes to battery saving position
- Third, the mouse goes to sleep, the LED light on the bottom is off

To activate the mouse that has gone to sleep, just click one of the mouse buttons and you will notice the cursor will move on the screen when you move the mouse.

### 5.1.2 *Battery is empty*

To charge the battery a USB cable is added to your box.

One can continue working when charging the battery if the dongle/micro antenna is in place.

If the battery has been run down to virtually empty it is possible that communication between micro antenna / dongle and mouse is lost.

This communication therefore has to be re-established as indicated in 5.1.3.

### 5.1.3 *Cursor does not move, re-establish connection with micro antenna.*

#### Step 1

Press the **small black button on the bottom of the mouse** once.

The light on the dongle/ micro antenna in the USB port of the PC / laptop must come on.

Do NOT press the light on the micro antenna as this might damage the micro antenna.

#### Step 2

Press the **small black button at the bottom of the mouse** again

The light on the dongle will go out

#### Step 3

You can now move the cursor on the screen.

### 5.1.4. *Communication is lost*

If the communication is lost, please also check the USB connection of your PC or laptop.

USB connections can be damaged, which will prevent a good communication between mouse and PC or laptop.

### 5.1.5. *The cursor is too fast or too slow*

To control the HandShoe Mouse, one can move both arm and hand from the wrist.

For easy cursor control using the HandShoe Mouse the cursor speed should be set at around medium. Most people have set the cursor speed far too high.

High cursor speeds instigate unnecessary muscle tension.

If the cursor setting is according to our advice (medium speed), the distance to move the cursor diagonally over a 20 inch screen, is less than 2 inches (5 cm).

Note, for the advised cursor speed, have a look at the instruction video on our website which will show you how to adjust the speed: [www.HandShoeMouse.com/FAQ.html](http://www.HandShoeMouse.com/FAQ.html)

## **5.2 Points for the Wired HandShoe Mouse**

### ***5.2.1. The cursor does not move on the screen***

It is possible that the USB cable has been damaged.

To check if the cable is damaged, please wiggle the cable at the side of the mouse just behind the USB plug, move the cable from left to right.

If the cable is damaged the light of the optics will go on and off or will not show at all. (Note: when you look at the bottom of the mouse you can see the key hole where the light is situated).

If the cable is damaged, Hippus can send you a new cable. This is the virtue of the HandShoe Mouse, you do not have to replace the mouse.

### ***5.2.2. The communication is lost***

If communication is lost, please also check the USB connection of your PC or laptop. It is a well known fact that these USB connections can be damaged.

A damaged connection will prevent good communication between mouse and PC or laptop.

### ***5.2.3. The mouse buttons do not function***

It is possible that left or right hand button does not work.

This is a rare phenomenon but the mouse can be repaired.

### ***5.2.4. The cursor is too fast or too slow***

To control the HandShoe Mouse, one can move both arm and hand from the wrist.

For easy cursor control using the HandShoe Mouse the cursor speed should be set at around medium. Most people have set the cursor speed far too high.

High cursor speeds instigate unnecessary muscle tensions.

If the cursor setting is according to our advice (medium speed), the distance to move the cursor diagonally over a 20 inch screen, is less than 2 inches (5 cm).

For the advised cursor speed, have a look at the instruction video on our website which will show you how to adjust the speed: [www.HandShoeMouse.com/faq.html](http://www.HandShoeMouse.com/faq.html)