

REFUND POLICY

SPECIAL ORDERS: There are no refunds on special orders. If we order or receive the incorrect part for a repair we are performing on your equipment, we will not charge you for the incorrect part. We will credit you for that part and charge you for the correct part or parts needed to complete the repair.

NEW COMPUTERS/LAPTOPS: There are no refunds on new computer or laptop purchases once the order has been entered into our system and processing has begun.

USED COMPUTERS/LAPTOPS/EQUIPMENT: There are no refunds on these items. Unless otherwise stated, all used computer and notebook sales come with a 30 day parts and labor warranty, excluding software issues or customer abuse, AC adapters, and batteries. Please make sure used equipment you purchase will suit your needs before you purchase it, as we can not take it back once you have possession. **We will be happy to allow you to try any used equipment in our store BEFORE you buy it.**

COMPUTER PARTS/COMPONENTS: There are no refunds on parts or components, unless otherwise stated. Please make sure they are compatible with your equipment before you purchase them. All warranties are with the manufacturer, unless otherwise stated.

SOFTWARE: There are no refunds on software once it is installed on your system or once it leaves our store.

LABOR CHARGES: There are no refunds on labor charges. We warranty all work performed for 30 days as long as it is related to the original problem we repaired. New issues with the same equipment will incur additional charges.

**ANY RETURNS AUTHORIZED BY MANAGEMENT MAY BE
SUBJECT TO A 25% RESTOCKING FEE**