

Standard Return Policy

- Return for refund within: 30 days
- Return for replacement within: 30 days
- Restocking Fee: Yes

This is our Standard Return Policy. All Items are covered by this policy

Limited Replacement Only Return Policy

- Return for refund within: non-refundable
- Return for replacement within: 30 days

Memory Standard Return Policy

- Return for refund within: 30 days
- Return for replacement within: 30 days
- Restocking Fee: Yes

The following conditions are not acceptable for return:

- Any memory exhibiting physical damage
- Modules that are missing the manufacturer label containing model number and part number
- Modules that are missing the manufacturer warranty label
- Modules that were shipped with a manufacturer-applied heat spreader, but have had the heat spreader removed
- "Kit" Modules (which contain 2 or more memory modules packaged together) that are not returned as complete set
- USB Drives, Thumb Drives, Flash Memory, or any related product that is returned without the cap or protective casing

Consumable Item Refund Only Return Policy

- Return for refund within: 30 days (only if unopened)
- Return for replacement within: Non-Replaceable
- Restocking Fee: Yes

Consumable items are items such as Printer Ink and Toner Cartridges, CD/DVD Media, Paper Products etc. that are consumed once they are used. The following conditions are not acceptable for return

- Consumable items that have been opened
- Consumable items lacking the original packaging

Software Standard Return Policy

- Return Retail Software for refund within: 30 days (must be unopened)
- Return OEM Software for refund within: non-refundable
- Return Defective (Retail or OEM) Software for replacement within: 30 days

The following conditions are not acceptable for return:

- Software items that have been opened (if requesting a refund)
- Software items lacking the original packaging

Computer Replacement Only Return Policy

- Return for refund within: non-refundable
- Return for replacement within: 30 days
- There must be a minimum of 8 dead pixels to declare an LCD display defective and eligible for return.

The following conditions are not acceptable for return:

- Any desktop PC, notebook or tablet PC that is free from defects in materials or workmanship
- Any desktop PC, notebook or tablet PC that has physical damage due to abuse or improper use
- Any desktop PC, notebook or tablet PC that is missing any accessories or packaging including, but not limited to, AC adapter, battery, pack, manuals, carrying case (if any)
- Any LCD on a notebook or tablet PC that has less than 8 dead pixels

Television Standard Return Policy

- Return for refund within: 30 days
- Return for replacement within: 30 days
- Restocking Fee: Yes
- There must be a minimum of 8 dead pixels to declare an LCD display defective and eligible for return.

This policy includes (but is not limited to) CRT TVs, DLP TVs, Home Theater Projectors, LCD TVs, and Plasma TVs.

The following conditions are not acceptable for return:

- Any LCD screen that has less than 8 dead pixels
- Any television that is damaged due to neglect, abuse or misuse
- Any television that is not in its original packaging with all accessories and manuals

VGA Standard Return Policy

- Return for refund within: 30 days
- Return for replacement within: 30 days

The following conditions are not acceptable for return:

- Cards exhibiting physical damage
- Cards that are missing the manufacturer label containing model number, part number or serial number
- Cards that are missing the manufacturer warranty label
- Cards returned without all included accessories, bonus games, and documentation

VGA Replacement Only Return Policy

- Return for refund within: non-refundable
- Return for replacement within: 30 days

The following conditions are not acceptable for return:

- Cards exhibiting physical damage
- Cards that are missing the manufacturer label containing model number, part number or serial number
- Cards that are missing the manufacturer warranty label
- Cards returned without all included accessories, bonus games, and documentation

Monitor Standard Return Policy

- Return for refund within: 30 days
- Return for replacement within: 30 days
- Restocking Fee: yes
- There must be a minimum of 8 dead pixels to declare an LCD display defective and eligible for return.

The following conditions are not acceptable for return:

- Any LCD screen with fewer than 8 dead pixels. This is the guideline established by the majority of the product manufacturers.
- Any monitor that has been found to be damaged due to physical abuse or misuse.

Monitor Replacement Only Return Policy

- Return for refund within: non-refundable
- Return for replacement within: 30 days
- There must be a minimum of 8 dead pixels to declare an LCD display defective and eligible for return.

The following conditions are not acceptable for return:

- Any LCD screen with fewer than 8 dead pixels. This is the guideline established by the majority of the product manufacturers.
- Any monitor that has been found to be damaged due to physical abuse or misuse.

Personal Computer Replacement Policy

- Return for refund within: non-refundable
- Return for replacement within: 30 days
- There must be a minimum of 8 dead pixels to declare an LCD display defective and eligible for return.

The following conditions are not acceptable for return:

- Any desktop PC, notebook or tablet PC that is free from defects in materials or workmanship
- Any desktop PC, notebook or tablet PC that has physical damage due to abuse or improper use
- Any desktop PC, notebook or tablet PC that is missing any accessories or packaging including, but not limited to, AC adapter, battery, pack, manuals, carrying case (if any)
- Any LCD on a notebook or tablet PC that has less than 8 dead pixels

Memory Replacement Only Return Policy

- Return for refund within: non-refundable
- Return for replacement within: 30 days

The following conditions are not acceptable for return:

- Any memory exhibiting physical damage
- Modules that are missing the manufacturer label containing model number and part number
- Modules that are missing the manufacturer warranty label
- Modules that were shipped with a manufacturer-applied heat spreader, but have had the heat spreader removed
- "Kit" Modules (which contain 2 or more memory modules packaged together) that are not returned as complete set
- USB Drives, Thumb Drives, Flash Memory, or any related product that is returned without the cap or protective casing

Manufacturer's Warranties

- Return for refund within: non-refundable
- Return for replacement within: non-replaceable

Limited Refund Only 30-Day Return Policy

- Return for refund within: 30 days
- Return for replacement within: non-replaceable

Restocking Fee is 15% + \$10 s/h

Invoice date is typically 10 days prior to the date received.