



Return Policy

~~ Effective 08/22/08 ~~

Computers, Monitors and Printers

“Like New” computers, monitors and printers will be exchanged or returned for refund with the original sales receipt within 14 days of purchase. A 15% Open Box fee will be charged on all returns and exchanges unless the product is defective and is exchanged for an identical product. Computers, Monitors, and Printers which are not in “Like New” condition are not returnable.

Software

Defective software may be exchanged for an identical product within 30 days. Opened software is not returnable unless OIT is able to separately verify that the software has not been registered and/or installed.

Accessories and other items

New merchandise other than computers, monitors, and printers may be exchanged or returned for 100% refund with original sales receipt within 30 days of purchase, if the item is in “Like New” condition. If the item is not in “Like New” condition, the item is not returnable unless it is determined to be resalable, in the judgment of the Retail Manager. Any such returns that are not “Like New” will be subject to a 15% restocking fee.

Special Orders and Clearance Items

Special buy, custom orders, shipping charges or clearance items are non-refundable.

General

“Like New” means the complete product in the original condition with all equipment, packaging, warranties, manuals and accessories. For computers, “Like New” requires that the computer, operating system, and software configuration be unmodified.

Refunds are based on the original method of payment, except that a check or student account credit will be processed and issued within 15 business days in lieu of cash refunds of more than \$25.00.