Contoso Laptop Shop Return Policy

# Introduction

At Contoso Laptop Shop, we want you to be happy with your purchase. If you are not completely satisfied with your product, you can return it to us within 30 days of the purchase date, subject to the terms and conditions of this policy.

This policy applies to products purchased from Contoso Laptop Shop online store, physical stores, or authorized resellers. It does not apply to products purchased from other sources, such as third-party sellers, auction sites, or classified ads.

This policy also does not cover products that are damaged, defective, or missing parts due to causes beyond our control, such as misuse, abuse, neglect, accident, fire, water, power surge, or natural disaster. Such products are not eligible for return and may be covered by the manufacturer's warranty, if applicable.

# How to Return a Product

To return a product, you must follow these steps:

* Obtain a Return Merchandise Authorization (RMA) number from our customer service team. You can contact them by phone, email, or chat. You will need to provide your order number, product name, serial number, and reason for return.
* Pack the product securely in its original packaging, along with all accessories, manuals, and documents. Include a copy of your receipt or invoice, and write the RMA number clearly on the outside of the package.
* Ship the product to the address provided by our customer service team. You are responsible for the shipping costs and risk of loss or damage during transit. We recommend that you use a trackable and insured service.
* Once we receive and inspect your return, we will process your refund or exchange within 10 business days. Refunds will be issued to the original payment method. Exchanges will be subject to product availability and price difference.

# Return Conditions and Exceptions

The following conditions and exceptions apply to our return policy:

* You must return the product within 30 days of the purchase date. Products returned after this period will not be accepted and will be returned to you at your expense.
* You must return the product in its original condition, with no signs of wear, tear, or modification. Products that are altered, damaged, or missing parts will not be accepted and will be returned to you at your expense.
* You must return the product with all accessories, manuals, and documents that came with it. Products that are incomplete or missing items will not be accepted and will be returned to you at your expense.
* You must return the product with a valid RMA number. Products that are returned without an RMA number or with an expired or invalid RMA number will not be accepted and will be returned to you at your expense.
* Some products are not eligible for return, such as software, digital downloads, gift cards, personalized items, clearance items, or final sale items. These products are marked as non-returnable on our website or in our stores.
* Some products may be subject to a restocking fee of 15% of the purchase price, depending on the condition and type of the product. This fee will be deducted from your refund or exchange amount.
* Some products may have a different return policy or warranty from the manufacturer or the reseller. In such cases, you must follow their terms and conditions, and contact them directly for any return requests.

# Contact Us

If you have any questions or concerns about our return policy, please contact our customer service team. We are here to help you and make your shopping experience with us enjoyable and hassle-free.

You can reach us by:

* Phone: 1800-123-4567 (Monday to Friday, 9:00 am to 5:00 pm AEST)
* Email: support@contosolaptopshop.com.au
* Chat: Visit our website and click on the chat icon at the bottom right corner

Thank you for choosing Contoso Laptop Shop. We appreciate your business and hope to see you again soon.