

## Refunds, partial refunds, and restocking fees

We do NOT charge restocking fees for returns of defective products if you have received the wrong product, if it doesn't match what was shown on our site or if we have made some other shipping error.

### Restocking Fees

If you use the return online portal found [here](#) to process your return within the item's return policy period, you will receive a prepaid return label at no charge and a full refund to the original form of payment\* for the following items:

You return	You receive
Defective items (no fault of customer)  Unopened items returned in the original condition as shipped  Wrong item shipped or item does not match what was shown on the Fenix Alliance S.A.S website	100% of the item's purchase price AND free shipping label

### Partial refunds

You may receive a partial refund to the original form of payment\* for the items listed below.

You return	You receive
Non-defective items that are returned opened and within the item's return policy period.  Non-defective special orders or custom-built items within the return policy period.	85% of the item's purchase price

You may receive a partial refund to the original form of payment\* for the items listed below. Returns for these reasons will require Fenix Alliance's Customer Service assistance.

You return	You receive
Non-defective items that are returned unopened and beyond the return policy period	85% of the item's purchase price
Returns received in any of the following conditions may be rejected or may receive a partial refund.  Items not in original condition, damaged, missing accessories, retail box, UPC code or showing obvious misuse not due to Fenix Alliance S.A.S error Physical user damage	Up to 50% of the item's purchase price Rejected items will be returned to the customer
Opened, non-defective notebook and desktop PCs, tablets and TVs in original condition and within the return policy window	75% of the item's purchase price
Opened physical software, DVDs, games with plastic wrap removed and ALL downloadable software not due to a Fenix Alliance S.A.S' error	0% of the item's purchase price (non-refundable)

**Please note:**

Marketplace items from 3rd-party sellers follow the individual seller's return policy. See Marketplace FAQs for more information.

Fenix Alliance S.A.S items purchased as gifts are refunded as store credit only.

Non-returnable purchases include digital content, prepaid cards, gift packaging, memberships, completed services, consumable items (e.g., batteries, ink and 3D printer filament), and items that are user damaged, unsanitary or missing major contents.

If an unopened item purchased from Fenix Alliance S.A.S Global is returned, a restocking fee will be applied.

\*Excluding Bitcoin purchases, which are refunded in the form of a Gift Card.