

TechSupport Solutions Inc.

Refund and Return Policy

Effective Date: January 1, 2026

Last Updated: January 1, 2026

1. Return Window

Standard Tier: 30-day return window from date of purchase

Premium Tier: 60-day return window from date of purchase

Enterprise Tier: 90-day return window with dedicated account manager

All returns must be initiated through your account dashboard or by contacting support at returns@techsupport.com.

2. Refund Processing Time

Credit Card: 5-7 business days after approval

PayPal: 3-5 business days after approval

Bank Transfer: 7-10 business days after approval

You will receive email confirmation once your refund has been processed.

3. Eligibility Requirements

Product must be in original condition with all accessories

No signs of damage or excessive wear

Original packaging preferred but not required

Proof of purchase (receipt or order number) required

Digital products are non-refundable after download unless defective.

4. Non-Refundable Items

- Downloadable software after activation
- Custom or personalized orders
- Gift cards and promotional credits
- Services already rendered
- Subscriptions past 14 days of renewal

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5. Partial Refunds

Items returned after 30 days but within 60 days: 50% refund

Items with minor defects or missing accessories: Partial refund determined case-by-case

Opened software or hardware: May incur 15% restocking fee

6. Defective Products

Defective products eligible for full refund regardless of tier or time period.

We cover return shipping costs for defective items.

Replacement option available as alternative to refund.

Technical support will verify defect before processing refund.

7. How to Request a Refund

Step 1: Log into your account at techsupport.com

Step 2: Navigate to Order History

Step 3: Select the order and click "Request Return"

Step 4: Choose reason and provide details

Step 5: Receive return authorization within 24 hours

Step 6: Ship item with provided label

Step 7: Refund processed within 3-5 days of receipt

8. Contact Information

Email: returns@techsupport.com

Phone: 1-800-REFUND (1-800-733-8633)

Hours: Monday-Friday 9AM-6PM EST

Live Chat: Available 24/7 for Premium and Enterprise customers