

## TECHGEAR PRO: GLOBAL RETURNS AND REFUNDS POLICY (v2025.1)

### 1. OVERVIEW

TechGear Pro ("The Company") stands behind its hardware and software. This policy outlines the eligibility and procedures for returns across different global jurisdictions.

### 2. ELIGIBILITY WINDOWS (REGIONAL)

- NORTH AMERICA (USA/Canada): Customers may initiate a return within 30 calendar days from the date of delivery.
- EUROPEAN UNION (EU): Pursuant to the Consumer Rights Directive, customers have a mandatory 14-day "cooling-off" period. TechGear Pro extends this to 21 days for all hardware assets.
- ASIA-PACIFIC: Returns are accepted within 15 days, subject to local consumer law.

### 3. PRODUCT CATEGORIES & RESTOCKING FEES

- SEALED HARDWARE: Full refund minus original shipping costs.
- OPENED LAPTOPS/TABLETS: A 15% restocking fee is applied to cover testing and re-certification.
- DIGITAL SOFTWARE: Non-refundable once the license key has been revealed in the customer portal or the byte-stream download has commenced.
- CUSTOM-BUILT WORKSTATIONS: These are considered "Personalized Goods" and are exempt from standard returns unless a hardware defect is verified by a Company technician.

### 4. DAMAGED OR DEFECTIVE ITEMS

Items arriving damaged must be reported to '[support@techgear.pro](mailto:support@techgear.pro)' within 48 hours of delivery. The Company will provide a prepaid shipping label. If reported after 48 hours, the customer is responsible for return postage.