

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' 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.