

# TECHCORP SOLUTIONS

## Comprehensive Refund and Return Policy Guide

Version 3.2 | Effective Date: January 2024

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### 1. POLICY OVERVIEW

At TechCorp Solutions, we are committed to ensuring customer satisfaction with every purchase. This comprehensive refund and return policy outlines our procedures, timelines, and requirements for processing returns and refunds across all product categories and sales channels.

#### Our Commitment

We stand behind the quality of our products and services. If you are not completely satisfied with your purchase, we will work with you to find a suitable solution, whether that involves a refund,

exchange, or store credit.

## Policy Scope

This policy applies to all purchases made through:

- Official TechCorp website ([www.techcorp.com](http://www.techcorp.com))
- Authorized retail partners
- Phone orders placed with our sales team
- Corporate bulk purchases
- Subscription services and digital products

## Key Policy Points

- 30-day return window for most physical products
  - 14-day return window for digital products and software
  - Full refund for defective or damaged items
  - Free return shipping for company errors
  - Dedicated customer service team for return assistance
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## 2. ELIGIBILITY REQUIREMENTS

### Standard Return Eligibility

**Physical Products (30-Day Window)** To be eligible for a standard return, items must meet the following criteria:

- Purchased within the last 30 calendar days from delivery date
- Items must be in original, unused condition

- All original packaging, accessories, and documentation included
- Products must not show signs of damage or excessive wear
- Serial numbers and security tags must be intact and unaltered

**Digital Products (14-Day Window)** Digital products and software licenses are eligible for return within 14 days if:

- Software has not been activated or installed
- Digital content has not been downloaded or accessed
- License keys have not been used or distributed
- Subscription services can be cancelled within the trial period

**Subscription Services** Monthly and annual subscriptions can be cancelled:

- Monthly subscriptions: Cancel anytime, refund for unused portion
- Annual subscriptions: Cancel within 30 days for full refund
- Enterprise subscriptions: Subject to contract terms
- Trial periods: Cancel anytime during trial for no charge

### **Non-Returnable Items**

The following items cannot be returned due to hygiene, safety, or licensing restrictions:

- Personalized or custom-manufactured products
- Software that has been activated or registered
- Digital downloads that have been accessed
- Items damaged by customer misuse or modification
- Products missing original packaging or components

- Gift cards and promotional vouchers
- Services that have been partially or fully rendered

### **Restocking Fees**

Certain product categories are subject to restocking fees:

- Opened software packages: 15% restocking fee
  - Large electronics over \$500: 10% restocking fee
  - Special order items: 20% restocking fee
  - Bulk or wholesale orders: Case-by-case evaluation
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## **3. RETURN PROCESS**

### **Step 1: Initiate Return Request**

#### **Online Portal Method**

1. Log into your TechCorp account at [www.techcorp.com](http://www.techcorp.com)
2. Navigate to "My Orders" section
3. Locate the order containing items to return
4. Click "Request Return" next to eligible items
5. Select reason for return from dropdown menu
6. Provide detailed comments if necessary
7. Submit return request for review

#### **Phone Support Method**

1. Call our customer service at 1-800-TECHCORP (1-800-832-4267)

2. Have your order number and customer information ready
3. Speak with a representative to initiate return
4. Receive return merchandise authorization (RMA) number
5. Follow shipping instructions provided by representative

### **Email Support Method**

1. Send email to [returns@techcorp.com](mailto:returns@techcorp.com)
2. Include order number, customer information, and return reason
3. List specific items and quantities to be returned
4. Attach photos if items are damaged or defective
5. Await response with return instructions within 24 hours

### **Step 2: Return Authorization**

Once your return request is received, our team will:

- Review eligibility within 24-48 hours
- Send return authorization email with RMA number
- Provide prepaid shipping label (if applicable)
- Include packaging instructions and return address
- Set return deadline (typically 14 days from authorization)

### **Step 3: Package and Ship Items**

#### **Packaging Requirements**

- Use original product packaging when possible
- Include all accessories, manuals, and components

- Place RMA number prominently on outside of package
- Use adequate padding to prevent shipping damage
- Remove or cover any existing shipping labels

### **Shipping Instructions**

- Use provided prepaid label for defective/error returns
- Customer pays shipping for standard returns
- Insure packages over \$100 in value
- Obtain tracking number and delivery confirmation
- Ship within 14 days of receiving return authorization

### **Step 4: Return Processing**

Upon receipt of returned items, we will:

- Inspect items within 2-3 business days
- Verify condition and completeness
- Process refund or exchange as requested
- Send confirmation email with processing details
- Apply any applicable restocking fees

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## **4. REFUND PROCESSING**

### **Refund Methods**

#### **Original Payment Method**

- Credit cards: 3-5 business days for credit to appear

- Debit cards: 3-7 business days for credit to appear
- PayPal: 1-2 business days for credit to appear
- Bank transfers: 5-10 business days for credit to appear
- Cryptocurrency: 1-3 business days for credit to appear

### **Alternative Refund Options**

- Store credit: Immediate credit to customer account
- Exchange: New item shipped within 1-2 business days
- Gift card: Physical or digital card issued within 24 hours
- Check payment: 10-14 business days for processing and mailing

### **Refund Amounts**

#### **Standard Refunds**

- Full purchase price for items in perfect condition
- Shipping charges refunded only for defective items
- Tax amounts refunded according to local regulations
- Promotional discounts maintained on partial returns

**Partial Refunds** Items may receive partial refunds in the following situations:

- Minor cosmetic damage from customer use (10-25% reduction)
- Missing non-essential accessories (5-15% reduction)
- Opened software or media (15% restocking fee)
- Items returned after 30-day window (case-by-case basis)

### **International Refund Considerations**

### **Currency Conversion**

- Refunds processed in original transaction currency
- Exchange rate differences absorbed by TechCorp
- Bank conversion fees may apply on customer end
- Alternative currency refunds available upon request

### **Tax and Duty Refunds**

- Import duties and taxes are non-refundable
  - VAT refunds processed according to local regulations
  - Customs documentation required for duty-free returns
  - Customer responsible for return shipping customs declarations
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## **5. SPECIAL CIRCUMSTANCES**

### **Defective Products**

#### **Manufacturing Defects**

- Full refund including original shipping costs
- Free return shipping with expedited processing
- Replacement option available with priority shipping
- Extended warranty consideration for replacement items

#### **Damage During Shipping**

- Photo documentation required within 48 hours of delivery
- Full refund or replacement at customer preference



- Investigation with shipping carrier if necessary
- Expedited replacement shipping at no charge

## **Wrong Item Shipped**

### **Company Error Resolution**

- Immediate replacement shipment when inventory available
- Full refund including all shipping costs
- Expedited return processing (same day when possible)
- Compensation credit for inconvenience (case-by-case basis)

## **Late Delivery Issues**

### **Shipping Delay Compensation**

- Partial refund of shipping charges for delays over 2 days
- Full shipping refund for delays over 5 days
- Store credit bonus for significant delays (over 10 days)
- Priority shipping upgrade for future orders

## **Warranty Considerations**

### **Manufacturer Warranty**

- Products include manufacturer warranty as specified
- Warranty claims directed to manufacturer after 30-day period
- TechCorp assists with warranty claim processing
- Extended warranty options available at time of purchase

### **TechCorp Extended Protection**

- Optional extended protection plans available
  - Covers accidental damage and extended defect protection
  - Streamlined claim process through TechCorp support
  - Replacement or repair options based on coverage level
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## **6. INTERNATIONAL RETURNS**

### **Shipping Requirements**

#### **Documentation Needed**

- Completed customs declaration form
- Original invoice or receipt copy
- Return merchandise authorization (RMA) number
- Product serial numbers and descriptions
- Reason for return clearly stated

#### **Shipping Restrictions**

- Some countries prohibit return of electronic items
- Lithium battery products have special shipping requirements
- Software and digital products may have export restrictions
- Hazardous materials cannot be shipped internationally

### **Processing Timelines**

#### **Extended Processing Times**

- International returns take 10-21 business days to process
- Customs clearance can add 5-10 additional days
- Currency conversion may add 3-5 business days
- Alternative arrangements available for time-sensitive returns

## **Cost Considerations**

### **Customer Responsibility**

- Return shipping costs paid by customer unless company error
- Import duties and taxes on return shipments
- Currency conversion fees from customer's bank
- Insurance recommended for high-value returns

### **Company Coverage**

- Free return shipping for defective or incorrect items
- TechCorp covers import duties for company errors
- Expedited processing for international defective returns
- Customer service support in multiple languages

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## **7. WARRANTY INFORMATION**

### **Standard Warranty Coverage**

#### **Hardware Products**

- 1-year manufacturer warranty on all hardware
- Covers manufacturing defects and component failures

- Does not cover physical damage or liquid damage
- Warranty begins from original purchase date

### **Software Products**

- 90-day support and bug fix warranty
- Free updates and patches during warranty period
- Technical support included for installation issues
- Compatibility guarantee for supported operating systems

### **Extended Warranty Options**

#### **TechCorp Care Plus**

- Extends warranty to 2-3 years depending on product
- Includes accidental damage protection
- Priority technical support with shorter wait times
- Free shipping for warranty repairs and replacements

#### **Business and Enterprise Warranties**

- Customized warranty terms for bulk purchases
- On-site service options for critical business equipment
- 24/7 technical support hotline
- Loaner equipment during repair process

### **Warranty Claim Process**

#### **Initiating a Claim**

1. Contact TechCorp support with product serial number
2. Describe the issue and troubleshooting steps attempted
3. Receive diagnostic instructions from technical support
4. Follow repair/replacement instructions if hardware issue confirmed
5. Receive repaired or replacement item with extended warranty

### **Warranty Exclusions**

- Damage from misuse, abuse, or accidents
  - Normal wear and tear from regular usage
  - Damage from unauthorized modifications or repairs
  - Issues caused by incompatible third-party products
  - Problems resulting from improper installation or setup
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## **8. CONTACT INFORMATION**

### **Customer Service Hours**

#### **Phone Support**

- Monday-Friday: 8:00 AM - 8:00 PM EST
- Saturday: 9:00 AM - 6:00 PM EST
- Sunday: 12:00 PM - 6:00 PM EST
- Holiday hours may vary (check website for updates)

#### **Email Support**

- Returns: [returns@techcorp.com](mailto:returns@techcorp.com)

- General Support: [support@techcorp.com](mailto:support@techcorp.com)
- Technical Issues: [technical@techcorp.com](mailto:technical@techcorp.com)
- Business Sales: [business@techcorp.com](mailto:business@techcorp.com)

### **Live Chat Support**

- Available 24/7 on [www.techcorp.com](http://www.techcorp.com)
- Average response time: 2-3 minutes
- Multilingual support available
- Screen sharing available for technical issues

**Mailing Address** TechCorp Solutions Returns Department 1234 Technology Boulevard Suite 500  
San Francisco, CA 94105

### **Social Media Support**

Follow us for updates and quick support:

- Twitter: @TechCorpSupport
- Facebook: /TechCorpSolutions
- LinkedIn: /company/techcorp-solutions
- YouTube: /TechCorpOfficial

### **Emergency Contact**

For urgent issues outside business hours:

- Emergency Hotline: 1-800-TECH-911
- Available for business customers with active service agreements
- Critical system failures and security issues only

- Response within 2 hours guaranteed
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## **POLICY UPDATES**

This policy is reviewed quarterly and updated as needed to reflect changes in products, services, and regulations. Customers will be notified of significant policy changes via email and website announcements. The most current version of this policy is always available at [www.techcorp.com/returns-policy](http://www.techcorp.com/returns-policy).

Last Updated: January 15, 2024

Next Review Date: April 15, 2024

Policy Version: 3.2

For questions about this policy or suggestions for improvements, contact our policy team at [policy@techcorp.com](mailto:policy@techcorp.com).