

Return & Refund Policy

Customer Satisfaction Guarantee

Overview

At TechStore, we want you to be completely satisfied with your purchase. If for any reason you're not happy with your order, we offer flexible return and refund options. Please read this policy carefully to understand your rights and our procedures.

Return Window

Standard Return Period - 30 Days

Most products can be returned within **30 days** of delivery for a full refund or exchange.

Eligible items include:

- Laptops and computers
- Monitors and displays
- Keyboards, mice, and accessories
- Audio equipment (headphones, speakers)
- Storage devices
- Tablets and wearables

Important: The 30-day period begins on the date of delivery, not the purchase date.

Extended Return Period - 60 Days (Holiday Season)

Products purchased between **November 1st and December 31st** are eligible for return until **January 31st of the following year** (60-day extended return window).

This extended policy applies to facilitate holiday gift purchases and exchanges.

Reduced Return Period - 14 Days

The following product categories have a **14-day** return window:

- Software and digital products (if unopened)
- Consumables (batteries, cables in opened packages)
- Items marked as "Final Sale" or "Clearance"

Return Conditions

Products Must Be:

1. In Original Condition

- Unused or lightly used with no signs of wear
- All original accessories, cables, and documentation included
- Product serial numbers must match the invoice

2. In Original Packaging

- Original box and packaging materials required
- If original packaging is damaged or missing, a restocking fee may apply (15-25%)
- All protective films, tags, and seals should be intact when possible

3. Include Proof of Purchase

- Original invoice or packing slip
- Order number from your account

Note: Items that show signs of use, damage, or are missing components may be subject to a partial refund or restocking fee at our discretion.

Non-Returnable Items

The following items **cannot be returned or exchanged** for health, safety, or practical reasons:

1. Personal Care & Hygiene Items

- Earbuds or in-ear headphones (once opened)
- Items that come in contact with ears or face

2. Software & Digital Products

- Opened software with license keys
- Downloaded software or digital content
- Gift cards and prepaid cards

3. Customized or Personalized Items

- Products with custom engraving
- Built-to-order computers with custom configurations

4. Final Sale Items

- Items marked as "Final Sale," "As-Is," or "Non-Returnable"
- Clearance items (unless defective)

Exception: Defective items in the above categories may be exchanged for the same product or refunded within the warranty period.

How to Return an Item

Step 1: Initiate Your Return

Online:

- Log in to your account at www.techstore.com
- Go to "Order History"
- Select the order containing the item you wish to return
- Click "Request Return" and follow the prompts

By Phone:

- Call our customer service: 1-800-555-TECH (8324)
- Have your order number ready
- Hours: Monday-Friday 8 AM - 8 PM ET, Saturday-Sunday 9 AM - 6 PM ET

By Email:

- Send a request to returns@techstore.com
- Include your order number, item(s) to return, and reason for return
- We'll respond within 24 hours with instructions

Step 2: Pack Your Return

- Place the item in its original packaging with all accessories
- Print the prepaid return label (provided after initiating return)
- Attach the label to the outside of the package
- Remove or cover any old shipping labels
- We recommend getting a tracking number and proof of shipment

Step 3: Ship Your Return

Free Return Shipping:

- Drop off your package at any authorized carrier location
- Use the prepaid label provided in your return authorization
- Keep your tracking number for reference

Note: Returns without a prepaid label may incur return shipping charges deducted from your refund.

Refund Process

Refund Timeline

1. Return Received (Day 0)

You'll receive an email confirmation when we receive your return at our warehouse.

2. Inspection (1-3 Business Days)

Our team will inspect the returned item to ensure it meets our return conditions.

3. Refund Processed (3-5 Business Days)

Once approved, your refund will be issued to your original payment method.

4. Refund Appears in Account (5-10 Business Days)

Depending on your bank or credit card company, it may take additional time for the refund to appear in your account.

Refund Method

Original Payment Method:

Refunds are issued to the original payment method used for purchase:

- Credit/Debit Card: Refund will appear as a credit on your statement
- PayPal: Refund will be credited to your PayPal account
- Gift Card: Refund will be issued as a new gift card
- Bank Transfer: Refund will be sent to the original account

Partial Refunds:

A partial refund may be issued in the following circumstances:

- Item shows signs of use or wear
- Missing accessories or components
- Damaged or missing original packaging (15-25% restocking fee)
- Returned after the standard return period but within warranty (subject to evaluation)

Shipping Costs:

- Original shipping charges are non-refundable (except for defective items or our error)
- Return shipping is free when using our prepaid label

Exchanges

Same Item Exchange:

If your item is defective or damaged, we'll replace it with the same model at no charge. Follow the same return process and select "Exchange" as your preference.

Different Item Exchange:

To exchange for a different product:

1. Return your original item for a refund
2. Place a new order for the desired item

This ensures you receive your new item quickly without waiting for the return to be processed.

Price Difference:

- If the new item costs more, you'll be charged the difference
- If the new item costs less, you'll receive a refund for the difference

Damaged or Defective Items

If you receive a damaged or defective item, please contact us immediately:

Within 48 Hours of Delivery:

- Email photos of the damage to support@techstore.com
- Include your order number and description of the issue
- We'll arrange for immediate replacement or full refund
- Return shipping is free for damaged/defective items

Defects Discovered Later:

- Items covered by manufacturer warranty should be reported immediately
- We'll help facilitate warranty claims with the manufacturer
- See "Warranty Information" section below

Important: Do not discard damaged packaging until the claim is resolved. Photos of the packaging may be required.

Warranty Information

Manufacturer Warranty:

Most products come with a manufacturer's warranty (typically 1-3 years). Warranty details are included with your product documentation. For warranty service:

- Contact us first - we'll help coordinate with the manufacturer
- Keep your proof of purchase
- Warranty covers defects in materials and workmanship
- Warranty does not cover accidental damage, misuse, or normal wear

Extended Warranty:

Optional extended warranty plans are available at checkout for most products. Extended warranties provide additional coverage beyond the manufacturer's warranty.

DOA (Dead on Arrival) Protection:

If a product doesn't work upon first use within 30 days of delivery, we'll replace it immediately or provide a full refund, including original shipping costs.

Special Circumstances

Gifts

Returning a Gift:

If you received an item as a gift and need to return it:

- You'll need the order number or gift receipt
- Refund will be issued as store credit or gift card
- Gift givers can request the refund be issued to their original payment method
- Extended 60-day return period applies to gifts purchased during the holiday season

Wrong Item Shipped

If we sent you the wrong item by mistake:

- Contact us immediately - don't return the item yet
- We'll send the correct item right away
- We'll provide a prepaid return label for the incorrect item
- No charges for return shipping
- You can keep the incorrect item until the correct one arrives

International Returns

Returns from international orders follow the same general policy with these differences:

- Contact our international support team first
- Return shipping costs may apply (evaluated case-by-case)
- Customs duties/taxes are non-refundable
- Refunds issued in the original currency

Contact Information

Customer Service:

Phone: 1-800-555-TECH (8324)

Email: support@techstore.com

Hours: Monday-Friday 8 AM - 8 PM ET, Saturday-Sunday 9 AM - 6 PM ET

Returns Department:

Email: returns@techstore.com

Response time: Within 24 hours

Return Address:

TechStore Returns Department

1500 Technology Parkway

Returns Processing Center

Austin, TX 78701

Important: Do not send returns to this address without a return authorization. Unauthorized returns may be delayed or rejected.

Policy Updates

This return policy is effective as of January 1, 2024. We reserve the right to update this policy at any time. Changes will be posted on our website. Returns initiated before a policy change will be honored under the policy in effect at the time of purchase.

For the most current version of our return policy, visit: www.techstore.com/returns