

## 1. Eligibility for Return

- **Timeframe:** You must return products within **7 days** of the date of invoice.
- **Condition:** To be eligible for a return, the product must be **unused, in its original packaging, and in resell able condition**. Any product that shows signs of wear, damage, or is missing parts will not be eligible for return.
- **Proof of Purchase:** Invoice is required for all returns and exchanges.

## 2. Non-Returnable Items

Certain hardware products cannot be returned, including but not limited to:

- Products that have been **installed, used, or assembled**.
- Custom or special-order items.
- Electrical products such as **batteries, light bulbs, and power tools** that have been opened or used.

## 3. Return Process

To initiate a return:

1. Please visit the store with goods to be returned along with the invoice.
2. Contact Customer Service Representative for further details.

## 4. Refunds and Exchanges

- **Refunds:** Once your return is received and inspected, we will issue a refund to the original form of payment. Please allow 2-3 business days for the refund to appear in your account.
- **Exchanges:** If you wish to exchange a product for a different item, please contact customer service within 3 working days to confirm availability and initiate the exchange process.

## 5. Defective or Damaged Products

Please ensure the goods received during the time of delivery for any damages or defective products. We will:

- Offer a **replacement** at no additional cost.
- Provide a **full refund** if the item cannot be replaced.

Goods once delivered and acknowledged by customer are unaccountable for return.

## 6. Warranty Information

Most of our hardware products come with a **manufacturer's warranty**. Please refer to the product's warranty documentation for specific details. If you experience issues with a product under warranty, please contact us for assistance in facilitating a warranty claim.

Warranty claims are entertained by the respective companies. We just act as a **mediator**.