

Customer Support Refund Policy

Overview

Regular processing of refunds is an important function of our customer support operations. All customers are eligible to request refunds for qualifying products within the specified timeframe outlined in this policy. We offer refunds for select product categories under specific conditions detailed below.

Eligibility

Refund requests must be submitted within 30 calendar days from the original purchase date. Refunds are exclusively available for products in the books and electronics categories.

Requirements

Products with a purchase price of ten dollars (\$10) or greater must be returned to our facility before a refund is processed. For products with a purchase price of less than ten dollars (\$10), a refund can be processed without requiring the return of the item to our facility.