

Order Placement

Ordering Process

- Customers must create an account or check out as a guest to place orders
- All orders are subject to product availability and verification
- Customers will receive an order confirmation email within 30 minutes of placing an order
- TechStream reserves the right to reject or cancel any order that fails verification checks

Price and Tax

- All prices are listed in the local currency and exclude applicable sales tax
- Sales tax will be calculated based on shipping destination and displayed before checkout
- Price errors will be corrected and customers notified of any changes before processing

Order Cancellation

Cancellation Window

- Orders can be cancelled within 2 hours of placement with no penalty
- Orders that have not yet entered the processing stage can be cancelled through the customer portal
- Orders in processing can be cancelled with a 5% cancellation fee if components have been reserved
- Orders that have been shipped cannot be cancelled but may be eligible for return

Cancellation Procedure

1. Contact Customer Support via live chat or phone
2. Provide "Order_id"
3. Provide two-steps "security code"
4. Provide reason for cancellation
5. Await confirmation of cancellation via email

Refund Processing for Cancelled Orders

- Refunds for cancelled orders will be processed within 3-5 business days
- The original payment method will be refunded
- Orders paid via bank transfer may take 5-7 business days for refunds to appear

Order Tracking

Tracking Methods

- All orders are assigned a unique tracking number (“Order_id”)
- Track orders through:
 - Contact Customer Support via live chat or phone
 - The tracking link provided in the shipping confirmation email
 - The TechStream mobile app
 - Customer Support with your order number

Tracking Information

- Order status updates include:
 - Pending (Order Received on Payment Verification)
 - Order Processing
 - Components Gathered
 - Quality Check
 - Packaging
 - Shipped
 - Out for Delivery
 - Delivered

Delivery Notifications

- Email notifications will be sent at key stages of the shipping process
- Optional SMS notifications available for customers who opt-in
- Push notifications available through the TechStream mobile app

Order Modification

Eligible Modifications

- Shipping address changes are permitted before the order enters the shipping stage
- Product specifications can be modified within 4 hours of order placement
- Payment method can be changed before the payment is processed

Modification Procedure

1. Contact Customer Support via live chat or phone
2. Provide “Order_id”
3. Provide two-steps “security code”
4. Provide the aspect you wish to change
5. For modifications not available through the portal, contact Customer Support
6. All modifications are subject to verification and may incur additional charges

Price Adjustments

- Product upgrades will require additional payment before processing
- Product downgrades will result in a refund of the price difference
- Shipping method changes may result in additional charges or refunds

Returns and Refunds

Return Eligibility

- Non-defective products may be returned within 30 days of delivery
- Products must be in original packaging with all accessories
- Custom-built systems have a modified return policy (see below)
- Software, digital downloads, and opened consumables cannot be returned

Return Procedure

1. Initiate the return through your account portal
2. Select the order and products to be returned
3. Choose between refund or exchange
4. Print the provided return shipping label
5. Package the items securely in the original packaging
6. Drop off the package at the specified carrier
7. Track the return shipment through your account

Refund Processing

- Standard refunds are processed within 10 business days after inspection
- Instant refunds available for in-store returns with original receipt
- Refunds are issued to the original payment method
- Return shipping costs are deducted from refunds unless the return is due to a TechStream error

Custom-Built Systems Return Policy

- Custom-built systems may be returned within 14 days
- A 15% restocking fee applies to custom system returns
- Individual components cannot be returned separately from a custom system

Shipping and Delivery

Shipping Methods

- Standard Shipping (5-7 business days)
- Expedited Shipping (2-3 business days)
- Next Day Delivery (order must be placed before 12:00 PM local time)

- In-store Pickup (available at select locations)

Shipping Costs

- Free standard shipping on orders over \$100
- Expedited and Next Day shipping costs calculated based on weight and destination
- Additional fees may apply for remote locations
- International shipping subject to customs and import duties

Delivery Guidelines

- Deliveries require signature for orders over \$500
- Delivery attempts will be made three times before the package is returned
- Special delivery instructions can be added during checkout
- Package hold services available for customers who cannot receive deliveries

Payment Policies

Accepted Payment Methods

- Major credit and debit cards (Visa, Mastercard, American Express, Discover)
- PayPal
- Apple Pay / Google Pay
- Bank transfers (for orders over \$1,000)
- Store credit and gift cards
- Financing options through partner services

Payment Security

- All transactions are encrypted using industry-standard protocols
- Credit card information is not stored on our servers
- Two-factor authentication required for account changes
- Fraud prevention measures may require additional verification for certain orders

Financing and Installments

- Financing available for purchases over \$500
- Various term lengths available from 3 to 36 months
- Credit check required for financing approval
- Early payoff allowed with no penalties

Privacy and Data Protection

Data Collection

- Personal information collected is limited to what is necessary for order processing

- Browsing history may be used to personalize shopping experience
- Data is not sold to third parties
- Anonymous usage data may be used for website improvement

Data Security

- All customer data is encrypted during transmission and storage
- Regular security audits conducted by third-party specialists
- Breach notification procedures in place as required by law
- Access to customer data is restricted to authorized personnel only

Customer Rights

- Customers may request a copy of their personal data
- Data correction requests are processed within 30 days
- Account deletion requests will be honored within legal requirements
- Marketing communications can be opted out at any time

Product Warranty

Warranty Coverage

- Manufacturer warranties are passed directly to the customer
- TechStream offers an optional extended warranty on select products
- Custom-built systems include a 1-year parts and labor warranty
- Software issues are covered for 30 days post-purchase

Warranty Claims Process

1. Contact TechStream support to initiate a warranty claim
2. Provide proof of purchase and product serial number
3. Troubleshooting will be attempted before replacement
4. If repair is necessary, shipping labels will be provided
5. Repaired or replaced products will be returned within 14 business days when possible

Warranty Exclusions

- Physical damage due to misuse or accidents
- Water or liquid damage
- Unauthorized modifications or repairs
- Normal wear and tear
- Consumable parts (e.g., printer cartridges, batteries)

Customer Support

Support Channels

- Live Chat: Available 24/7
- Phone Support: Monday-Friday, 8 AM to 8 PM local time
- Email Support: Response within 1 business day
- In-store Support: Available during store hours at physical locations
- Community Forums: Peer-to-peer assistance with moderator oversight

Technical Support

- Free basic technical support for 90 days after purchase
- Premium technical support available through subscription
- Remote diagnostics available for software issues
- Step-by-step guides available in the Knowledge Base

Complaint Resolution

- All complaints acknowledged within 24 hours
- Resolution process typically completed within 7 business days
- Escalation paths available for unresolved issues
- Independent dispute resolution service available for complex cases