

REFUND POLICY

TechSolutions Inc.

Effective Date: January 1, 2025

1. GENERAL REFUND TERMS

All refund requests must be submitted within **30 calendar days** of the original purchase date. Refunds will be processed to the original payment method within 5-7 business days after approval.

2. DIGITAL PRODUCTS & SOFTWARE

2.1 Software Applications

- **Full refund available** within 14 days if software has not been activated or downloaded
- **Partial refund (50%)** available within 30 days for activated software with documented technical issues
- **No refund** after 30 days or for customized software solutions

2.2 Digital Content & Subscriptions

- **Monthly subscriptions:** Refundable within 7 days of billing cycle
- **Annual subscriptions:** Pro-rated refund available within 30 days
- **Digital downloads:** Refundable within 24 hours if not accessed

3. PHYSICAL PRODUCTS

3.1 Hardware & Equipment

- **Full refund** within 30 days if returned in original packaging and condition
- **Return shipping costs** borne by customer unless product is defective
- **Restocking fee of 15%** applies to opened electronic items

3.2 Consumables & Accessories

- **No refunds** on consumable items (cables, batteries, etc.) unless defective
- **Exchange only** for damaged items received

4. SERVICES

4.1 Consulting & Support Services

- **Full refund** if service not delivered within agreed timeframe
- **Partial refund** based on work completed for cancelled projects
- **No refund** for completed consulting sessions

4.2 Training & Workshops

- **Full refund** if cancelled 48 hours before event
- **50% refund** if cancelled 24-48 hours before event
- **No refund** for cancellations within 24 hours

5. EXCEPTIONS & SPECIAL CIRCUMSTANCES

5.1 Non-Refundable Items

- Gift cards and promotional credits
- Services already rendered
- Products damaged by misuse or normal wear

5.2 Defective Products

- **Full refund or replacement** regardless of time elapsed
- **Free return shipping** for manufacturer defects
- **Extended warranty coverage** may apply

6. REFUND PROCESS

6.1 How to Request

1. Contact customer service at refunds@techsolutions.com
2. Provide order number and reason for refund
3. Return authorization will be issued within 2 business days
4. Ship items (if applicable) using provided return label

6.2 Processing Timeline

- **Digital products:** 1-3 business days
- **Physical products:** 5-7 business days after receipt
- **Services:** 3-5 business days

7. CONTACT INFORMATION

Customer Service Department

Email: refunds@techsolutions.com

Phone: 1-800-TECH-HELP (1-800-832-4435)

Hours: Monday-Friday, 9 AM - 6 PM EST

Mailing Address for Returns:

TechSolutions Inc.

Returns Department

1234 Innovation Drive

Tech City, TC 12345

This policy is subject to change. Customers will be notified of any modifications via email or website announcement.