

OmniTech Solutions

Consumer Returns & Refund Policy

Effective Date: January 1, 2024
Document Version: 2.4
Last Revised: November 15, 2024

Section 1: Standard Return Window

Items purchased directly from OmniTech Solutions, whether through our online storefront, authorized retail partners, or corporate sales channels, may be returned within 30 calendar days of the transaction date. The transaction date is defined as the date of purchase confirmation, not the delivery date.

To be eligible for a full refund, the item must be in 'Like-New' condition, defined as:

- Unopened original packaging (factory seal intact) with no signs of tampering
- All accessories, manuals, cables, and promotional materials included
- No visible scratches, dents, scuffs, or signs of wear on the product or packaging
- Product serial number must match the purchase receipt
- All protective films and stickers must remain in place

Items that show evidence of use, installation, or modification will be subject to a restocking fee ranging from 15% to 35% of the purchase price, determined by OmniTech's Quality Assurance team at their sole discretion.

Section 2: Exceptions to the 30-Day Rule

2.1 Holiday Extension Period

Items purchased between November 1st and December 25th of any year may be returned until January 31st of the following year. This extended return period applies to all product categories except those explicitly listed in Section 2.2. Proof of purchase during this period must be provided.

2.2 Pro-Series Equipment

Enterprise-grade servers, networking switches, storage arrays, and other infrastructure equipment classified under the 'Pro-Series' designation have a strict 14-day return window from the date of delivery. These items are subject to a mandatory 15% restocking fee unless the item is determined to be defective upon arrival (DOA).

Pro-Series equipment includes but is not limited to: rack-mount servers, managed network switches with 24+ ports, enterprise NAS devices with 8+ bays, and fiber channel storage systems. A complete list is maintained at www.omnitech.example.com/proseries-list

Section 3: Defective Items vs. Buyer's Remorse

3.1 Defective on Arrival (DOA) Classification

An item is deemed 'Defective on Arrival' if it exhibits functional defects that prevent normal operation within the first 48 hours of receipt. Examples include: failure to power on, critical component malfunction, or manufacturing defects visible upon unboxing. Cosmetic imperfections alone do not constitute a DOA claim.

For DOA claims, OmniTech will cover all return shipping costs via our prepaid FedEx or UPS labels. Customers must initiate a DOA claim through our support portal within 7 days of delivery and provide photographic evidence or detailed error descriptions. Our technical support team will verify the issue before approving the claim.

3.2 Standard Returns (Non-Defective)

Returns due to customer preference, such as incorrect size selection, color mismatch, changed requirements, or general dissatisfaction with a functioning product, are classified as standard returns. The customer is responsible for a flat-rate return shipping fee of \$8.99 for items under 5 lbs. Items weighing 5-20 lbs incur a \$15.99 fee, and items over 20 lbs require a custom shipping quote.

Customers may use their own shipping carrier for standard returns, but must obtain a Return Merchandise Authorization (RMA) number from our customer service department prior to shipping. Returns without an RMA number will be refused at the warehouse and returned to sender at the customer's expense.

Section 4: Refund Processing Timeline

4.1 Warehouse Receipt and Inspection

Once the returned item arrives at our fulfillment center in Newark, New Jersey, allow up to 48 business hours (excluding weekends and federal holidays) for our Quality Assurance team to inspect the merchandise. During peak return periods (January, late December), inspection times may extend to 72 business hours.

Customers will receive an email notification at each stage: (1) Return shipment received, (2) Inspection initiated, (3) Inspection completed, and (4) Refund processed. These notifications are sent to the email address associated with the original order.

4.2 Refund Issuance

Approved refunds are processed back to the original payment method within 5-7 business days of inspection completion. For credit card transactions, the customer's card issuer may require an additional 2-3 business days to post the credit to the account statement. Debit card refunds typically appear faster, often within 3-5 business days total.

Refunds for purchases made with PayPal, Apple Pay, or other digital wallets are processed immediately upon approval but may take 1-3 business days to reflect in the customer's wallet balance. Store credit refunds are issued instantly and appear in the customer's OmniTech account within minutes.

Section 5: Exchanges and Size Swaps

Customers may request an exchange for a different size, color, or configuration of the same product model without being charged a restocking fee. Exchanges are subject to product availability. If the desired variant is out of stock, the customer may choose to: (1) wait for restocking with an estimated ship date, (2) select an alternative product of equal or lesser value, or (3) receive a full refund.

Exchange shipping is free for items originally eligible for free shipping. For items that incurred shipping charges on the original order, customers must pay return shipping costs but will not be charged for outbound shipping on the exchanged item.

Section 6: Regional Variations and International Returns

6.1 Canadian Returns

Canadian customers may return items to our Canadian return facility in Mississauga, Ontario. Return shipping fees are CAD \$12.99 for standard items. Refunds are issued in Canadian dollars based on the exchange rate at the time of original purchase, not the current rate.

6.2 European Union Returns

In compliance with EU Consumer Rights Directive 2011/83/EU, customers in EU member states have a 14-day withdrawal period from the date of delivery. This right is in addition to any voluntary return policy offered by OmniTech. Returns must be sent to our European returns center in Rotterdam, Netherlands.

6.3 Asia-Pacific Returns

Customers in Australia, New Zealand, Japan, and Singapore may return items through our regional partners. Contact international-support@omnitech.example.com for country-specific return instructions and applicable fees. Return windows and policies may vary by local consumer protection regulations.

Section 7: Non-Returnable Items

The following items cannot be returned for health, safety, or licensing reasons:

- Software licenses and digital downloads (once activation code is revealed)
- Opened headphones, earbuds, or other personal audio devices
- Consumable items such as batteries, toner cartridges, and cleaning supplies
- Customized or engraved products
- Gift cards and promotional vouchers

Contact Information

For questions regarding this returns policy, please contact our customer service team:

Email: returns@omnitech.example.com

Phone: 1-800-555-0199 (Mon-Fri 8AM-8PM EST)

Online Portal: www.omnitech.example.com/support/returns