REFUND POLICY

A computer cable with mountains and sun

Description automatically generated

Thank you for choosing **Computerwkz LLC** for your computer sales and repair needs.

We strive to provide top-notch products and services to our valued customers.

Please review our return policy below:

**Eligibility:**

To be eligible for a return, the item must be unused and in the same condition as when you received it.

Returns are accepted within 30 days of the original purchase date.

Returns Process:

To initiate a return, please contact our customer service team at 800-927-5446.

Once your return is approved, you will be provided with a Return Merchandise Authorization (RMA) number and instructions on how to proceed.

Refunds:

Refunds will be issued to the original payment method used for the purchase.

Please allow 7-10 business days for the refund to be reflected in your account after the return is processed.

**Non-Returnable Items:**

Certain items, such as software licenses and custom-configured products, may not be eligible for return. Please contact us for clarification if you have any questions about specific products.

**Shipping Costs:**

Customers are responsible for all shipping costs associated with returning items unless the return is due to a defect or error on our part.

**Restocking Fee:**

A restocking fee may apply to returns of certain products. This fee will be deducted from your refund amount.

**Damaged or Defective Items**:

If you receive a damaged or defective item, please contact us immediately for assistance. We will arrange for a replacement or refund as needed and cover any return shipping costs associated with the defective item.

**Exchanges:**

We do not offer direct exchanges. If you wish to exchange an item for a different one, please follow the return process outlined above and place a new order for the desired item.

Contact Us:

If you have any questions or concerns about our return policy, please don't hesitate to contact our customer service team at

[www.computerwkz.com](http://www.computerwkz.com)

Attn: Raymond Gerena

info@computerwkz.com

800-927-5446

Thank you for your understanding and cooperation. We appreciate your business and look forward to serving you again in the future.

COMPUTERWKZ LLC