



## Return Policy

### Returned Product Defective or DOA:

Computer Incentives will honor the manufacturer warranty provisions specified on product packaging and warranty provisions specified within 30 days of shipping. Warranty language pertains to defects in workmanship and materials and does not cover buyer's remorse or damage caused through normal wear and tear, alteration, misuse, neglect, accident, service by anyone other than the authorized service center, or an act of God. Upon verification of defects, products will be replaced or credit will be issued based upon customer's request. Customer will not receive replacement or credit for returned products which are deemed to not be defective and such products will be returned to customer at customer's sole expense.

### Other Returns:

Computer Incentives will also issue return authorization where buyer receives duplicate shipments, where product is damaged in shipping, and where product is incorrectly packaged.

Buyer's remorse returns will be subject to a 15% restocking fee and shipping expense is the responsibility of the customer.

### Return Policy and Procedure:

No return will be accepted without a return authorization number (RA) and box count. Please email it to [orders@computer-incentives.com](mailto:orders@computer-incentives.com). All forms must be filled out completely; forms not properly completed will not be processed.

Once an RA number has been issued, pack the products securely, write the RA number and box count clearly on the outside of the carton, seal the carton. If defective, please use the included label. Other returns ship to:

Computer Incentives  
Attn: RA (include RA number)  
14647 W 95<sup>th</sup> St  
Lenexa, KS 66215

RA numbers are valid for twenty (20) days. Products shipped to Computer Incentives with an improper or expired RA number will be refused and returned to sender, freight collect

**All products to be returned must be in the original packaging and must be in the same condition as the seller originally delivered them to the buyer and must include all components.** If you have any questions or concerns regarding RAs, please contact your sales representative.

All Returns will be checked and accounted for (all non-Computer Incentives merchandise is subject to disposal). Quantities received must match request. Defective/DOA Returned products will be replaced or a credit memo will be issued. For further information please contact us at: 888-851-8344.

