

## Merchandise Return Policy

Last Updated Friday, 01 February 2008

This FAQ explains our company-wide Return Policy on merchandise purchased through our Techbridge Online eStore and several other marketplaces, including Amazon.

Typically we follow a 'no questions asked' return policy similar to Amazon.com. You may return most items sold and fulfilled by Techbridge's eStore within 30 days of delivery for a full refund. We'll also pay the return shipping costs if the return is a result of our error (you received a defective item or an item you did not order). We may ask you to attempt some basic troubleshooting steps in order to resolve common problems that may appear to be the result of defective equipment before returning the item.

You should expect to receive your refund within two weeks of giving your package to the return shipper, however, in many cases you will receive a refund more quickly. This time period includes the transit time for us to receive your return from the shipper (5 to 10 business days), the time it takes us to process your return once we receive it (1 to 2 business days), and the time it takes your bank or PayPal to process the refund request (5 to 10 business days). We'll notify you via e-mail of your refund once we've received and processed the returned item.

Items that are returned more than 30 days after delivery or returned damaged will receive a partial refund. If you need to return an item, please email our Returns Center and we will guide you through the returns process.

**NOTE: YOU MUST RETURN THE SAME ITEM, IN THE SAME OR SIMILAR CARTON AND PROTECTIVE PACKAGING AS IT WAS RECEIVED TO PREVENT SHIPPING DAMAGE. ALL RETURNS ARE INSPECTED PRIOR TO REFUND INITIATION.**