

# Return Policy



Comprenew will gladly accept most items for exchange, store credit or refund within 30 days of purchase.\* All returns must include the original receipt and original packaging (if applicable). Refunds on devices that contain data such as, but not limited to: computers, cell phones, tablets, hard drives, and flash storage are subject to a 15% data sanitization fee. We reserve the right to issue cash refunds in the form of a mailed company check.

Laptop and desktop computers may be returned, exchanged or repaired within 30 days of purchase.\* Computers or other items that are missing components or damaged are non-returnable and non-exchangeable. Damage includes but is not limited to: damage caused by operator error, physical or electrical stress, and virus or spyware infection.

Special order items and computer and mobile device repairs include a 30 day warranty but are non-refundable. Returned special order items that are not defective are subject to a \$5 restocking fee.

**Digital Digg's** items are sold as-is and non-returnable but may be recycled free of charge with proof of purchase.

\*Computer returns must be accompanied by original product key paperwork and recovery media (if applicable). Returns missing these items will be subject to a \$15 restocking fee.

\*Laptop batteries are tested and working. However, battery life and charge capacity are not guaranteed and therefore not warrantied.