



RETURN POLICY

Comprenew is committed to customer satisfaction with any product purchased in our stores. This return policy describes the conditions under which returns can be made.

Overview. 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.

Computer Equipment. 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.

All Comprenew **Digital Digg's** labeled items carry a 90% money back guarantee as long as the unit has been returned to a Comprenew store within three consecutive business days after purchase, the unit has remained sealed, and the security labels have not been tampered with.

*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.

Contact us. If you have comments or questions about our Return Policy, please send us an email at admin@comprenew.org or call us at 616-451-4400.