



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. 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.

Comprenew-labeled Electronics. Comprenew-labeled items, including laptop and desktop computers, may be returned within 30 days of purchase. Computers or other items that are missing components or are 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.* 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.

Digital Digg's items may be returned for a 90% refund within 7 days of purchase. Returned items must be in the same condition as sold with no signs of tampering or part removal. *Buyer further agrees to responsibly recycle any unwanted leftover parts, in whole or in part, at any Comprenew (free of charge) or other certified electronics recycler.*

Note: Laptop and mobile device batteries are tested and working. However, battery life and charge capacity are not guaranteed and therefore not warranted.

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.