



## **Canyonlands Computer Consulting Return and Refund Policy**

### **Introduction**

This document defines the terms and conditions of returns and refunds on all purchases including purchases from our in-store inventory and special order items that Canyonlands Computer Consulting may be contracted to purchase or provide on our client's behalf. All Clients will be subject to the following agreement.

By making a purchase or placing an order with Canyonlands Computer Consulting the Client agrees to this document, and authorizes and directs Canyonlands Computer Consulting to sell them items or place orders on their behalf. The purchase or order placement also states the Client's approval of the written estimate, if applicable, provided by Canyonlands Computer Consulting.

### **In-Store Inventory**

#### **30 Day Money Back Guarantee**

Canyonlands Computer Consulting wants Clients to be fully satisfied with every item that they purchase from us. If you are not satisfied with any item that you have purchased from our in-store inventory, you may return the item(s) within 30 days of purchase for a full refund of the purchase price.

The item(s) must be returned un-opened in new condition, in original retail packaging, and with all paperwork, parts, and accessories to ensure full credit. This 30 Day Money Back Guarantee applies only to items in our in-store inventory and does not apply to special order items that Canyonlands Computers has purchased or provided on our Client's behalf.

### **Special Order Items**

#### **Restocking Fee**

Canyonlands Computer Consulting wants Clients to be fully satisfied with every item that they purchase from us. If you are not satisfied with any special-order items that Canyonlands Computer Consulting purchased or provided on your behalf, you may return the item(s) within 30 days of delivery for a full refund of the purchase price, minus a restocking fee of 20% of the item's purchase price.

The item(s) must be returned un-opened in new condition, in original retail packaging, and with all paperwork, parts, and accessories to ensure full credit. Any special-order item(s) that have already shipped from our suppliers or been received by Canyonlands Computers prior to a Client's request for refund will be subject to a restocking fee.

Canyonlands Computers does not charge restocking fees for returns of new un-opened items purchased from our in-store inventory, incompatible parts, or defective products. If you have received the wrong product or it doesn't match what was originally ordered, there will be no restocking fee, provided the item(s) are returned within 30 days of purchase.

### **Defective Items**

Defective items may be returned for a refund or exchange within 30 days of purchase under Canyonlands Computer's 30 Day Money Back Guarantee, or within the manufacturer's warranty period, whichever is longer. The defective item(s) must be returned in their entirety, including the original retail packaging, and with all paperwork, parts, and accessories to ensure full credit.



Canyonlands Computers does not charge restocking fees for returns of defective products. Refunds and replacements for defective items will be given only after the original product is received and adequately tested by Canyonlands Computers. Delays may occur in cases in which an item must be returned to the manufacturer for additional testing.

## Return Instructions

### Returns Directly to Canyonlands Computers

Follow these steps to return an item directly:

1. Call Canyonlands Computers office at 435-259-4718 to discuss your return options.
2. Before visiting Canyonlands Computers, ensure the item(s) are in the original packaging.
3. Include a copy of the original invoice or purchase receipt with the item(s).
4. All products must be returned un-opened in new condition, in original retail packaging, and with paperwork, parts, and accessories to ensure a full credit.
5. Bring the item(s) and your invoice to the Canyonlands Computers office.
6. We will process your return and issue you a credit. Please allow 10-15 business days for the credit to appear on your billing statement. **Please note that shipping and handling costs are non-refundable.**

### Returns by Mail

Follow these steps to return an item by mail:

1. Pack the item(s) securely in the original shipment packaging, if possible. Enclose the return portion of the original packing slip with the item(s). Also enclose a copy of your invoice, or purchase receipt.
2. All products must be returned un-opened in new condition, in original retail packaging, and with all paperwork, parts, and accessories to ensure full credit.
3. All return shipping charges must be prepaid. We cannot accept C.O.D. deliveries.
4. Contact Canyonlands Computers at 435-259-4718 to obtain your Return Authorization Number (RMA). Once you have obtained your RMA, ship the return package to the address provided. For your protection, we recommend that you use UPS, FedEx, or Insured Parcel Post for your return.
5. Keep the Return Tracking Number from the package you are returning to ensure that the package is returned to our office.
6. You can expect a refund in the same form of payment originally used for purchase usually within 10-15 business days of our receiving your returned product. Delays may be experienced in the case of incomplete returns. **Please note that shipping and handling costs are non-refundable.**

### Returning an Oversized Item

We cover shipping charges on returned Oversized Items only if the item arrives at the designated shipping address defective or damaged. **Please note that shipping and handling costs are non-refundable.**

Follow these steps to return an Oversized Item:

1. The item(s) must be unassembled and packaged securely in the original shipment packaging if possible.
2. Enclose the return portion of the original packing slip with the item. Also enclose a copy of your invoice, or purchase receipt.
3. Contact Canyonlands Computers at 435-259-4718 to receive instructions on arranging for a freight delivery company to pick up your item(s).
4. You must be home at the time of pick-up and the item(s) must be at the door for the freight driver.
5. You can expect a refund in the same form of payment originally used for purchase within 10-15 business days of our receiving the item(s). **Please note that shipping and handling costs are non-refundable.**



## **Parts and Repairs**

Please visit our office or call 435-259-4718 for questions about parts and repairs on items you have previously purchased through Canyonlands Computers.

## **Credit for Returned Items**

You can expect a refund in the same form of payment originally used for purchase within 10-15 days of our receiving your returned product. **Please note that shipping and handling costs are non-refundable.**

## **30-Day Limited Warranty**

### **Product Warranties**

Many of the items that are sold by Canyonlands Computers come with a manufacturer's warranty. Applicable warranty information can usually be found inside the box or packaging. For additional information on the manufacturer's warranty for a specific product, please contact the manufacturer directly.

Canyonlands Computers provides a 30-Day Limited Warranty for products whenever the manufacturer provides no warranty or a warranty of less than 30 days.

### **Warranty Rules & Regulations**

Canyonlands Computers makes no additional warranties of any kind, express or implied, for any product manufactured by a party other than Canyonlands Computers that comes with at least a 30-day warranty from the manufacturer.

EXCEPT WHERE PROHIBITED BY LAW, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE SPECIFICALLY DISCLAIMED: (1) FOR ALL 'AS IS' SALES; AND (2) UPON THE LATER TO OCCUR OF: [A] THE EXPIRATION OF ANY APPLICABLE EXPRESS WARRANTIES, OR [B] 30 DAYS FROM DATE OF PURCHASE.

Canyonlands Computers is not liable for any loss or damage (including indirect, special, incidental or consequential damages), caused directly or indirectly by the products listed on this receipt. Some states do not allow limitations on implied warranties (such as warranties of merchantability or fitness for a particular purpose), or the exclusion of incidental or consequential damages, so the above limitations or exclusions may not apply to you. In addition, you may have other rights which vary from state to state.

Products which have been subject to misuse, neglect, accident, or modification, or which have been altered during assembly or use and are not capable of being tested or replaced are excluded from any warranty by Canyonlands Computers.

Many products offered by Canyonlands Computers are covered by a manufacturer's warranty. A copy of a specific warranty, where one is offered by a warrantor, will be made available for inspection before sale, or upon specific request.

We supply many products that meet military specifications as represented by the manufacturer. We do not maintain traceability on these products; therefore we only supply them as commercial parts.