

## **Return Policy**

- Items returned within 14 days of purchase date will be charged a **25% restocking fee**.
- The PC Place reserves the right to refuse the return of any item for any reason.
- The PC Place does not have a low price guarantee.
- Items that have been damaged, exhibit signs of physical abuse or not accompanied by original packaging and documentation and drivers are **not** eligible for return.
- All software and special order sales are final.
- The PC Place gives all refunds in the form of a store credit, check, or credit on the same credit card used for purchase. Items originally paid for by check require 7 days before a refund can be made - we can issue store credit up until that time. No cash refunds.

### **How safe is your data?**

Ensuring the safety of your data is your responsibility. Please back up your data before bringing your PC to The PC Place for service. The PC Place is not responsible for your data. We offer a backup of your hard disk prior to service for \$50 assuming the HDD is functioning properly, but even this does not guarantee against data loss.

### **Does The PC Place Guarantee software applications?**

The PC Place does not guarantee that the hardware we sell will be compatible with all games, internet applications, or any other software applications.

### **What if something stops working in my system after The PC Place services it?**

Computers are sensitive electronic devices, and previously functioning components may cease to function when faced with new electrical or addressing situations. Although this does not happen often, it does happen. The PC Place takes every precaution to avoid damaging your components but we cannot be held responsible for items that cease to function while in our care.

### **What if something malfunctions in my system after The PC Place services it?**

Due to the large number of variables in a given PC, The PC Place cannot be held responsible for incompatible items. We look for and attempt to avoid or resolve conflicts. Occasionally, conflicts arise that cannot be detected by our standard quality control procedures. If the conflict can be resolved quickly, then The PC Place will do so at no cost to the customer. If the conflict cannot be resolved quickly, then the customer has the option to attempt the resolution himself or pay an hourly rate to have The PC Place resolve the conflict.

### **What if the component I had installed by The PC Place does not work?**

The PC Place offers a free demonstration of items we have installed. Customers are urged to test their computers before taking them out of the store. If you choose not to do so, we will assume the item was functioning properly within your system at the time of delivery. The PC Place will replace and reinstall any item that The PC Place installed that proves to be defective within The PC Place warranty period specified on your invoice. This does not include items damaged by lightning or other electrical discharge, or by any action of the customer or his agents.

### **What if I bring something back because I thought it was defective and it is not?**

The PC Place will verify that components it sold are functioning properly. If you brought it back claiming it was not functioning and we test it and find that it works, or that some other hardware or software component in your system is causing the error, you will be charged an hourly fee for the diagnosis and repair. You will be contacted if the diagnosis and repair are to exceed the \$50 minimum.