

The Tekgration Return Policy

Most products can be returned within 30 days for a full credit, refund, or replacement.

Exceptions to our 30-day policy:

- Technology and office equipment must be returned within 14 days.
- Computers, laptops, notebooks, and tablets must be returned within 14 days.

Ink & Toner Cartridges:

Original Manufacturer Ink & Toner Return Policy

All unopened and unexpired Ink & Toner may be exchanged or returned within 30 days of purchase. We will not accept exchanges or returns on merchandise that has been opened and is not defective.

Technology and Office Equipment (return within 14 days).

Non-defective technology and business machine items such as, but not limited to, printers, copiers, shredders, laminators, fax machines, computer accessories, networking, cameras, scanners, monitors, projectors, video equipment and consumer electronics must be returned within 14 days of the date of receipt and meet the following conditions: Returns must contain all original packing materials (including box), UPC codes on the box, all product documentation, parts, and accessories. Defective products must be handled under each manufacturer's guidelines.

Computers/laptops/notebooks/tablets (return within 14 days).

All computers, laptops, notebooks, and tablets must be returned within 14 days of the date of receipt for a full credit or refund. To return a computer, laptop, notebook, or tablet, it must be returned in the original box with the UPC code, all original packaging materials, product documentation, parts, and accessories. All returns will be inspected and must be 100% complete. Defective products must be handled under the guidelines stated in the warranty and repair policy sheet included with the product.

Boxed, licensed, and downloaded software:

Unopened boxed software that we currently sell must be returned in the original, unopened packaging within 30 days from receipt of product for full credit, return or replacement unless noted by the manufacturer. Any defective boxed software must be returned within 30 days and will be exchanged for the exact same software title version. Software licensing varies by manufacturer. Multiple licenses may not be returned beyond 30 days for any reason unless authorized by the manufacturer. Downloadable software is not returnable or refundable.

