

All Sales Are Final / Refund Policy

Last updated: March 29, 2017

Return Policy Merchandise ordered by Phone, In-Person or Online

All sales are final. We accept returns for refund or exchange, for items damaged in transit. Regardless of the situation, any considered refunds or exchanges must happen within 7 days of the actual purchase or receipt of merchandise.

Refunds and Exchanges

To be eligible for refund or exchange, you must first email us within 7 days of receiving the merchandise or download at support@cwcomputerservice.com to alert us of either damage or corruption of the purchased download. You will then return the damaged item to us. Upon receipt of the damaged item or notice of the corrupted download we will either ship out a replacement, if available. If a replacement is not available we will refund the full purchase price of your item.

Non-returnable items:

Gift certificates / Gift cards

To complete your return, we require a receipt or proof of purchase.

Consider It Solved

There are certain situations where only partial refunds are granted: (if applicable)

- Books with obvious signs of use
- DVD or Software has been opened
- Any item not in its original condition, is damaged or missing parts for reasons not due to our error.

Refunds (if applicable):

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund. If you are approved, then your replacement or refund will be processed, and a credit will automatically be applied to your credit card or original method of payment within a certain amount of days.

Late or Missing refunds (if applicable):

If you haven't received a refund yet, first check your bank account again. Then contact your credit card company, it may take some time before your refund is officially posted. Next contact your bank. There is often some processing time before a refund is posted. If you've done all of this and still have not received your refund yet, please contact us at: support@cwcomputerservice.com.

Sale Items (if applicable):

Only regular priced items may be refunded, unfortunately sale items cannot be refunded.

Exchanges (if applicable):

We only replace items if they are damaged. If you need to exchange it for the same item within 7 days of purchase, send us an email at” support@cwcomputerservice.com.

Shipping:

To return your product, you should contact us prior to shipping the item.

You will be responsible for paying for your own shipping costs for returning your item. If you are requesting one of our techs to pick up the item, you agree to pay for the pick-up at the then set mileage rate. Shipping and mileage charges are non-refundable. If you receive a refund, the cost of shipping will be deducted from your refund.

Consider It Solved

Depending on where you live, the time it may take for your exchanged product to reach you, may vary.

If you are shipping an item over \$75, you should consider using a trackable shipping service or purchasing shipping insurance. We do not guarantee that we will receive your returned item.

Lost or Stolen packages

CW Computer Services is not responsible for lost or stolen packages confirmed to be delivered to the address entered for any order. Upon inquiry, CW will confirm delivery to the address provided, date of delivery, tracking information and shipping carrier information for the customer to further investigate.