



1030 W. MAIN ST. | LOUISVILLE, KY 40202  
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## **RETURN/EXCHANGE POLICY:**

### **FOR ALL PRODUCTS**

- 1) **ALL PRODUCTS MUST BE RETURNED WITH A DATED INVOICE FROM SIMTECHS.COM**
- 2) All NEW Products carry at least a one year mfg. warranty unless otherwise noted
- 3) All Used, Off-Lease, Refurbished, and/or recertified products carry a 30-day warranty through Simtechs.com unless otherwise noted.
- 4) All products must be returned WITH original packaging in order to receive exchange/refund or credit. **Simtechs.com HIGHLY recommends that you maintain your packaging material for at least 30-days after purchase.**

### **FOR PRODUCTS DETERMINED TO BE NON-DEFECTIVE:**

- 1) Item MUST be returned **unopened, in original packaging** within 1 day of purchase in order to receive a full refund
- 2) Items returned **unopened, in original packaging** between a 24-hour & 30 day time period **will be charged a restocking fee of 15%** of original purchase price
- 3) Items returned opened and/or without original packaging will not be accepted.

### **FOR PRODUCTS DETERMINED TO BE DEFECTIVE:**

- 1) If a Simtechs.com technician has determined the product purchase became defective **within a 30-day time period, Simtechs.com will offer a full refund, exchange, or credit for the item in house.** Item must be returned with **ALL** original packaging material.
- 2) If a Simtechs.com technician has determined the product purchase became defective **outside of a 30-day time period, but within a 1-year time period, Simtechs.com will offer an RMA option.** For Simtechs.com to RMA your item, please note the following:
  - a) A dated, numbered Simtechs.com invoice must be presented
  - b) A fee of no less than \$10 and no more than \$20 will be assessed to cover shipping charges based upon the weight of the item(s) to be returned. This fee **MUST** be paid on the date the product is shipped.
  - c) Once an item has been shipped for replacement/RMA, it may take 2-3 weeks to receive the replacement. **Simtechs.com IS NOT responsible** for the amount of time it takes to receive a replacement from the manufacturer.
  - d) Customer will be notified ASAP when the replacement arrives, and must pick up the item within a 30-day time period.
- 3) If the customer chooses to handle the RMA themselves, Simtechs.com will be happy to provide them with the appropriate mfg. RMA information. Simtechs.com will no longer be responsible for replacement of a product returned to the manufacturer by the customer.

**WE THANK YOU FOR YOUR COMPLIANCE & UNDERSTANDING. PLEASE CALL 502.569.2900 IF YOU HAVE QUESTIONS OR CONCERNS.**