

RETURN PROCEDURE

**FAST
FRIENDLY
SERVICE!**

Help Us Process Your Return Quickly And Efficiently!

TO AVOID DENIAL OR DELAY, PLEASE REVIEW THIS DOCUMENT CAREFULLY.

Returns Can ONLY Be Processed If The Following Steps Are STRICTLY Followed.

REVIEW THIS CHECKLIST BEFORE CALLING FOR RETURN AUTHORIZATION.

NOTE: ALL RETURNS ARE CAREFULLY INSPECTED UPON RECEIPT!

All returned packages will be thoroughly inspected in accordance with our published INSPECTION CRITERIA, and determination will be made if eligibility requirements are met for credit, replacement, exchange or repair. Please be sure to follow these guidelines to avoid any delay or denial of processing your return.

RETURNS PROCESSING MAY TAKE UP TO 5 BUSINESS DAYS FROM THE TIME YOUR RETURN IS RECEIVED.

Returning a DEFECTIVE ITEM

Unless otherwise specified, we gladly accept DEFECTIVE EXCHANGES on products within 14 days of original invoice date. Provided you have contacted the product manufacturer and been issued a defective confirmation code. (Manufacturer phone numbers can be found on your invoice or on the www.CompUSA.com website). CompUSA.com shall have sole discretion as to the credit method. We may issue a credit, ship a replacement product, exchange or we may repair the item and return it to you.

Manufacturer Restrictions

Some manufacturers have implemented returns restrictions that prevent CompUSA.com from being able to accept returns or offer exchanges, replacements or credits on their products. Products from manufacturers such as Compaq, IBM, Hewlett Packard, Toshiba, Epson and others are not returnable to CompUSA.com FOR ANY REASON. All support as well as exchanges or replacements for DEFECTIVE merchandise, including within the first 14 days of ownership, must be handled directly with the product manufacturer. CompUSA.com cannot accept any returns nor offer replacement, exchanges or credit for ANY product missing the UPC code. Only the product manufacturer can replace any DEFECTIVE item missing the UPC sticker.

Non-Defective Returns

Returns of NON-DEFECTIVE items that are returnable by CompUSA.com to product manufacturer may, at CompUSA.com's sole discretion, be accepted for return. NON-DEFECTIVE RETURNS MAY BE SUBJECT TO A 15% RE-STOCKING FEE and such returns will be for store credit or refund at CompUSA.com's sole discretion within 14 days of original invoice date. Please call us 800-266-7872 if you have any questions about which products are returnable, which products may be subject to a restocking fee or for an explanation of circumstances under which a restocking fee may be charged.

Software And Consumables

SOFTWARE AND CONSUMABLES (TONER CARTRIDGES, INK CARTRIDGES AND DIGITAL MEDIA) ARE NOT RETURNABLE.

Rebates

Products offering mail-in-rebates to CompUSA.com once the rebates have been filed for. Be sure that the product is in working and that you intend to keep the product before filing for rebates. Products missing UPC codes from the box are also not returnable and will be rejected or subject to a restocking fee. **If you have any questions please call us at 800-266-7872 BEFORE removing the UPC code from your product.**

STEP 1: Check Your Return

ALL products being returned must be 100% complete and must be packaged in ORIGINAL PACKAGING. All packing materials, manuals, diskettes, CDs, digital media, blank warranty cards and other accessories and documentation must be included in the original packaging, as provided by the manufacturer. A return will not be processed, or a restocking fee may be charged in the event ANY item(s) included in the original shipment to you is not present in the returned package. Items sent for return consideration will be immediately denied and CompUSA.com's return policy will NOT BE HONORED in the event that a return shipment is received by us improperly packaged, altered or physically damaged. ALL ITEMS WILL BE INSPECTED AND TESTED UPON RECEIPT. Any discrepancies including, but not limited to, the following list will result in the package being returned to the customer and credit or replacement will NOT be issued.

The following criteria will be followed in rejecting returns and refusing credit:

- Products which are improperly packaged
- Products returned to CompUSA.com in non-qualified shipping container
- Packages affixed with counterfeit label(s) or affixed with labels exhibiting tampering
- Products with any standard certification labels removed (UL listing, capacity, brand name)
- Products or packages with barcode label removed

- Products with SERIAL NUMBER which does not match SERIAL NUMBER on package or invoice (CompUSA.com maintains serial number tracking).
- DAMAGE: Cracked components or damage to any circuit boards
- DAMAGE: Any dents, scratches, defacement or abuse of base casting
- DAMAGE: Torn or punctured tape seals
- DAMAGE: Loose, damaged or removed screws/fasteners.
- Product Categories: CPU's, notebooks and other items so labeled with a security seal will not be accepted for return



STEP TWO: Contact Product Manufacturer

ALL defective returns must be accompanied by a manufacturers defective confirmation code. Contact the manufacturer (manufacturer phone numbers are available at www.CompUSA.com website, on the front of your invoice or in the product's instructional information); upon diagnosis of the defect the manufacturer will issue a defective confirmation code. You will need to give this code to the CompUSA.com representative during Step Three.



STEP THREE: Call for a Return Authorization (RA) Number: 800-266-7872

Returns will not be accepted at our warehouse without a valid Return Authorization (RA) number. RA numbers will expire after 14 days. Any return we receive without an RA number will be documented and returned to you.



STEP FOUR: Ship And Insure Your Return

We STRONGLY recommend that you FULLY insure the package you are returning. THIS IS FOR YOUR PROTECTION, in the event the package is lost or damaged in transit. We suggest that you use a "traceable carrier" that can provide you with "proof of delivery." CompUSA.com shall not be responsible for items returned that are lost or damaged in transit. Postage and handling charges, both to and from our warehouse will be paid by you, the customer, and is non-refundable. At our discretion CompUSA.com may reimburse shipping charges related to the EXCHANGE of DEFECTIVE products. if you have any questions about shipping reimbursement for DEFECTIVE EXCHANGES please ask the service representative issuing your return authorization for clarification.

IMPORTANT NOTICE: If Your Return DOES NOT Qualify:

In the event that the product you are returning does NOT meet the requirements described in this document, we will photograph the merchandise and packaging and prepare a detailed summary of our determination to deny the return. The merchandise will then be returned to you. Please call us at 800-266-7872 to discuss alternative resolutions for difficulties with products not qualifying for return or exchange.

Clip And Use This Label To Ship Your Return

CompUSA.com Returns
c/o CompUSA.com WAREHOUSE
140 Ambassador Drive
Naperville, IL 60540

RETURN AUTHORIZATION #
(RA NUMBER)