

Ph. 519-863-6336

*intensifying the bond*  
between you + your computer



## **CompuSave Computers Inc. - Return Policy**

### **Returns for In-Store Purchases**

If a product isn't quite what you expected, or does not meet your needs, we offer the following return policy:

- Products for return must be un-used and in saleable condition.
- The original packaging must be un-damaged and complete and include the UPC, manuals and all parts.
- Products which meet the above requirements can be returned within 15 days of your purchase date for a full refund.
- Returns made 16 – 30 days after purchase may be eligible for an in-store credit in some cases but may incur a re-stocking fee.
- Returns will not be accepted for items purchased more than 30 days ago.
- It helps us out if you have your receipt, but we will look up your original purchase in our system whenever possible. This is one of the reasons we collect your personal information when you make a purchase.

### **Notes:**

- We count the day after your receipt date as day 1. A purchase made February 1 is on day 15 by February 16.
- A defective item will fall under the product warranty conditions rather than our return policy.
- **Additional details below regarding Ink & Toner returns.**

### **Returns for Online Purchases**

Products purchased from our online store follow the same policy as in-store purchases, aside from the method of returning. See the "Return Shipping" section near the bottom of this policy.

### ***Shipping Damage***

Any damage to products resulting from shipping must be reported within 24 hours of receipt. Photos of damaged outer box, damaged product packaging and the damaged product will be



required. Return shipping of the damaged product as well as re-shipping of the replacement product will be covered by CompuSave.

## Ink & Toner

### **Wrong Cartridge Policy**

#### ***Open ink cannot be returned.***

We do our best to get you the correct ink for your printer, but we aren't responsible for providing you the wrong product. We could either make a mistake or be provided 1 incorrect digit on your printer or ink model and the ink would not fit your printer. **Before opening any ink or toner, BE SURE to double check the numbers on the package match those on your printer or old cartridges.**

Defective or sealed ink is returnable based on our return policy below, but incorrectly purchased, opened cartridges cannot be returned.

#### **Defective Originals (OEM) – *made by the manufacturer of your printer***

Approval for the return of a defective OEM cartridges may take 1 – 2 business days to process. In some cases, the manufacturer will need to be contacted directly by the client. CompuSave will provide contact information wherever possible.

#### **Defective Compatible or Remanufactured – *3<sup>d</sup> party products, not made by your printer manufacturer.***

All compatible or remanufactured ink and toner cartridges are guaranteed by CompuSave. Should you have any problems or concerns, we will provide you with either a replacement product or a full refund for the purchase amount during the product warranty period:

- Premium Ink – **1 year**
- Premium Tone – **2 years**
- Eco Tone – **3 Years**

**Got a new printer? Still have ink from your old one?** Ink & toner cartridges which are not defective can only be returned if all the following criteria have been met:

- Purchased less than 180 days (6 months) ago.
- Expiry date is at least 6 months later than the date of return.
- Is a cartridge model that we are still actively selling.
- Was a regular stock item at the time of purchase and not a special order item.
- Outer box in good condition.



- Inner plastic still factory sealed.

If ink was purchased more than 15 days go, client will receive a store credit.

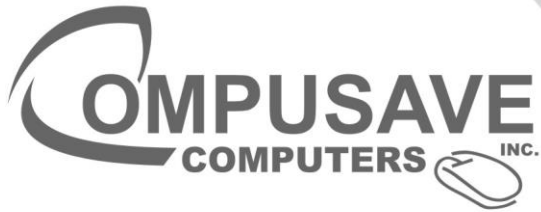
### **Non-Returnable**

#### Exceptions to our Return Policy

- Special Order items which are not regular stock are subject to a 25% restocking fee and possibly some shipping cost recovery fees.
- Cell phones have a 7-day return window, provided they have 30 minutes or less talk time and show no signs of damage or wear.

#### **These items cannot be returned:**

- Damaged or abused products.
- Cellular top-ups.
- SIM cards. (Even if "sealed". *No exceptions.*)
- Gift cards.
- Pre-paid credit cards.
- Long distance cards.
- Opened ink cartridges (see "**Wrong Cartridge Policy**").
- Opened software packages.
- Downloadable software or software activation keys that have been provided on your invoice or by email.
- Desktop computers, laptops & tablets that have been opened and/or have had customer data put on them.
- Internal Components
  - All internal components that require the removal of your computer case side or any covers on your computer will be subject to the manufacturer's warranty only.
  - CompuSave Computers Inc. will not accept returns on any internal components.
  - Be sure that you have purchased the correct, compatible part and USE CAUTION when installing the parts.
- Defective products may be subject to the manufacturer's warranty policies and procedures – any assistance provided by CompuSave to obtain such repair or replacement may incur technical support fees. Please see our Warranty Terms at <https://warranty.compusave.ca>.



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### **Return Shipping (for online purchases)**

Items can be returned to our store at:

773114 County Road 59

Norwich, ON

N0J 1P0

Return shipping must be paid by the customer.

- A return shipping label can be provided as needed. Shipping costs will be deducted from the amount of your return.

### **Policy Updates**

Changes may be made to this policy at any time without notice. The most current version of our Return Policy will supersede all previous versions and can always be found on our website: <https://returns.compusave.ca>