

Return policy, Alfa make a computing

Alpha Omega Computing

Return Policy

Effective Date: September 9, 2025

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### General Return Guidelines

- All sales are final on electronic devices, including phones, tablets, and accessories—unless the item is found to be defective due to vendor fault.
- We do not accept returns for issues caused by customer misuse, accidental damage, or software modifications.
- Non-electronic items may be eligible for return within 7 days of delivery, provided they are unused, in original packaging, and accompanied by proof of purchase.

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### Defective Device Claims

If you believe your device is defective due to a vendor-related issue:

1. Contact us within 3 days of receiving the item at [support@alphaomegacomputing.com](mailto:support@alphaomegacomputing.com) with your order number and a description of the issue.
2. Include clear photos or videos showing the defect.
3. If approved, we will offer a replacement, repair, or store credit at our discretion.

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### Non-Returnable Items

- Secondhand or refurbished electronics (unless vendor-defective)
- Devices showing signs of tampering, physical damage, or unauthorized repairs
- Software, digital licenses, or downloadable content
- Clearance or final sale items

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### Legal Notes

- Alpha Omega Computing reserves the right to deny any return that does not meet the above criteria.
- By purchasing from our site, you agree to this policy and acknowledge that secondhand items may show signs of prior use.