

# Techsmart Micro Systems

*Professional Device Repair Services*

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## RETURNS AND REFUND POLICY

**At Techsmart Micro Systems, we stand behind our work and products.** This policy outlines our commitment to customer satisfaction while establishing clear guidelines for returns and refunds. We believe in fairness, transparency, and protecting both our customers and our business through reasonable policies.

## 1 Repair Services - Refund Policy

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### Service-Based Refunds:

**Refunds for repair services are rarely approved** due to the nature of technical work performed. However, Techsmart Micro Systems remains committed to customer satisfaction and will consider refund requests under exceptional circumstances.

### Case-by-Case Review Process:

- a. Each refund request will be evaluated individually based on specific circumstances.
- b. Partial compensation may be considered for services deemed less than competently performed.
- c. All decisions will be made in good faith with customer satisfaction as a priority.
- d. **Our Terms of Service supersede all other considerations in case of dispute.**

## 2 Retail Products - Return Policy

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### ● Standard Returns (Unopened Products):

- a. **Timeframe:** 10 business days from purchase date
- b. **Condition:** Original condition and packaging, unopened
- c. **Requirements:** Original receipt required
- d. **Process:** Zero-hassle return accepted
- e. **Refund:** Full purchase price refunded

### ● Manufacturing Defect Returns:

- a. **Timeframe:** 30 days from purchase date
- b. **Requirements:** Original receipt required
- c. **Verification:** Allow up to 24 hours for defect verification
- d. **Coverage:** Manufacturing defects only
- e. **Process:** Professional assessment by our technicians

### 3 Return Exclusions and Limitations

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#### ● Returns Declined by Default:

- a. **All other reasons for return** not specifically covered above
- b. Returns without original receipt (except manufacturing defects within 30 days)
- c. Products damaged due to customer misuse or mishandling
- d. Products beyond specified timeframes
- e. Opened products (except for manufacturing defect claims)

#### ⚠ Forfeiture of Return Rights:

**Products found defective due to customer misuse or mishandling forfeit both the 10-day and 30-day return policies respectively.** This includes but is not limited to:

- i. Physical damage from drops, impacts, or liquid exposure
- ii. Damage from improper installation or use
- iii. Modifications or tampering with the product
- iv. Use outside of manufacturer specifications

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## Return Process and Requirements

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### How to Initiate a Return:

- a. **Contact us first:** Visit our location or contact us through [techsmartmicro.ca](https://techsmartmicro.ca)
- b. **Provide details:** Purchase date, product information, and reason for return
- c. **Bring original receipt:** Required for all returns and exchanges
- d. **Product inspection:** All returns subject to condition verification

### Important Return Conditions:

- a. All returns are subject to inspection and approval
- b. Refunds will be issued in the original form of payment
- c. Processing time: 3-5 business days after approval
- d. Customer is responsible for safe return of products to our location

## 5 Dispute Resolution

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**We are committed to resolving any concerns fairly and professionally.**

- a. All disputes will be handled with care and consideration
- b. We encourage open communication to reach mutually satisfactory solutions
- c. Management review available for complex situations
- d. **Final decisions rest with Techsmart Micro Systems management**

**Terms of Service Precedence:**

**In all cases of dispute, our Terms of Service agreement supersedes this Returns and Refund Policy.** Customers are encouraged to review our complete Terms of Service for comprehensive understanding of all policies.

### Our Commitment to You

**We deeply value our customers and appreciate your trust in Techsmart Micro Systems.**

Our policies are designed to be fair, transparent, and protective of both our customers and our business. We believe that clear expectations lead to better relationships and superior service experiences.

*Thank you for choosing Techsmart Micro Systems for your technology needs!*

### Contact Information

## Techsmart Micro Systems

Website: [techsmartmicro.ca](https://techsmartmicro.ca)

For questions about returns, refunds, or to initiate a return, please contact us through our website or visit our location.

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*This policy is subject to change without notice. Current version available at [techsmartmicro.ca](https://techsmartmicro.ca)*