Warranty, Repairs and Return Policy

Software

Software that is unopened and in original condition with a receipt can be returned within 14 days of purchase for exchange or refund.

Defective software can be exchanged for the same product within 30 days of purchase (no refunds will be made). Beyond 30 days, products fall under manufacturer’s warranty.

Special orders require payment up front and cannot be returned.

GVSU Department software licenses cannot be returned.

Any software that includes a key code or digital content cannot be returned after package opened.

Hardware

Computer and technology items that are $100 and above can be returned up to 14 days from the date of purchase. All open item returns will be charged a 15% restocking fee (in-stock computer models will be charged a maximum of $100). Returns beyond 14 days are not allowed and will fall under manufacturer’s warranty.

All components and original packaging must be present at time of return or return will not be accepted.

In-stock accessories can be returned within 14 days, but must have original packaging.

Ink and batteries are non-returnable if opened.

Defective products can be exchanged for the same product within 30 days of purchase (no refunds will be made). Beyond 30 days, products fall under manufacturer’s warranty.

Any damaged or unsanitary items will not be accepted for returns.

Computers and tablets must be restored to factory settings and all personal content removed before a returned will be considered.
Apple® Branded Products

Computers, iPads, iPods, and Beats by Dre™ can be returned up to 14 days from the date of purchase. All open item returns will be charged a 15% restocking fee. Returns beyond 14 days are not allowed and will fall under manufacturer’s warranty.

Apple accessories can be returned up to 14 days from the date of purchase. Any opened accessories over $40 will have a 15% restocking fee, and defective products may be exchanged with no restocking fee. Original packaging required for all returns and exchanges.

Computers, iPods and iPads must be restored to factory settings and all personal content removed before a return will be considered.

Any damaged or unsanitary items will not be accepted for returns.

Warranty Support Contact Information