E-COMMERCE RETURN POLICY

At First-Class Computer Repair & Sales LLC we take pride in our services and we value our relationship with you. If at any time you feel our products do not meet your expectations please return the item by following our e-commerce return policy within the applicable 25 day period.

**How to Return a Product Purchased from our E-Commerce Site**

• No e-commerce returns will be accepted without a prior notice to us.

• A Return Authorization may be requested up to 25 days from the shipping invoice date.

• To secure the appropriate return authorization information contact us via email at **Sales@First-Classcomputers.com**

• Returns and refunds are only accepted for items purchased via our online store.

• Items must be returned in its original condition and including the original packaging. The item(s) do not have to be in the original box that it arrived in

• It is **highly** suggested to use a traceable shipping method for all returned items.

• If an item is being returned for credit, no credit will be issued until the item has been inspected. We do not keep your credit card information on file, and will call you to obtain the appropriate information should we decide to issue a credit. At our discretion, we reserve the right to issue you the customer a company check to reimburse you instead.

• Shipping and handling charges are not refundable and are paid by you. The customer is responsible for all shipping charges and insurance on all return shipments.

• A 10% restocking fee could apply to all returns.

• Any deviation from the return policy outlined above will result in a delay of your refund, additional restocking fees or refusal of your return.

Once Contact has been made via email, you will be asked to ship the product back to the address below:

**First-Class Computer Repair & Sales LLC  
1 Spring Hill Lane  
Burlington NJ 08016**