



Return/Refund Policy

Customer satisfaction is priority number one at Tech This, LLC. If you need technical assistance after a repair, or would like to return an item, we're here to help. The following terms apply to technical assistance, returns, refunds, and exchanges.

Free technical assistance is provided for a period of 30 days following a repair.

Return/Refund Time Frames

15 Calendar Days

- Desktop/Laptop computers
- Fans
- Graphics Cards
- Hard Drives/Solid State Drives
- Motherboards
- Power Supplies
- Processors

Hardware items deemed defective are eligible for exchange but must be brought to our attention within this timeframe due to return/exchange requirements from our parts suppliers.

30 Calendar Days

- Other items not restricted as defined below

Return/Refund Restrictions

The following items are ineligible for return/refund/exchange at any time:

- Opened software (Microsoft Office, Microsoft Windows, Microsoft Windows Server)
- Electronic software downloads
- Products damaged by customer
- Microphones and accessories
- VR Headsets
- Headphones (AirPods, Earbuds, Over-the-Ear Products)
- Labor (unless deemed, by us, that we made an error causing the issue)