

# **RoyalDiscount.com Returns**

**RoyalDiscount.com  
Attn: Shipping Returns  
5490 Conestoga Ct.  
Boulder, CO 80301**

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## **Return Procedure:**

- 1. Contact RoyalDiscount.com to obtain an RMA number.**
- 2. Please put product(s) in original or equal size package.**
- 3. Send package to the above address.**
- 4. Include this signed, completed form in the package.**

## **Software Return Policy**

RoyalDiscount.com will accept returns of unopened software within 30 days of the purchase date. The software must be in original, resalable condition, must not be damaged in any way, and must include the unused product key codes. You will be charged a minimum 3.5% restocking fee and a minimum \$5.00 returned order fee. A minimum \$10.00 shipping charge will be assessed for any package that is refused.

RoyalDiscount.com will not accept returns of software which has been opened, used, or installed unless it is found to be defective. Defective software will be replaced with the same item only. Returns of OEM software will only be accepted if the product keycodes/Certificate of Authenticity (COA) has not been removed or repositioned.

RoyalDiscount.com will only accept returns on electronic software licenses on a case-by case basis, depending on the issuer of the licenses. Returns of electronic software licenses are subject to a minimum 20% restocking fee.

## **Hardware Return Policy**

RoyalDiscount.com will accept returns of hardware within 14 days of the purchase date. The hardware must be in original, resalable condition, must not be damaged in any way, and must include the original materials, manuals, blank warranty cards, and any other accessories. You will be charged a minimum 15% restocking fee and a minimum \$5.00 returned order fee. A minimum \$10.00 shipping charge will be assessed for any package that is refused.

Defective hardware will be repaired, replaced, or refunded at the discretion of our technical support department, if we are notified within 14 calendar days of delivery. Hardware found to be defective after the 14 day limit will be subject to the manufacturer's warranty policy. All reportedly defective products that are found to be in working order after being tested by our technical support department will be returned to the customer, and subject to a \$20.00 testing fee.

# RoyalDiscount.com Returns

**Any product returned not in compliance with the above terms will be sent back to the customer.** RoyalDiscount.com reserves the right to deny the return of any product we deem tampered with or unfit for resale at our discretion.

**Please fill out form:**

Name \_\_\_\_\_ RMA # \_\_\_\_\_

Invoice Date \_\_\_\_\_ Invoice# \_\_\_\_\_

Reason for return \_\_\_\_\_

By signing this form, I have read and agreed to the above policies.

Signature \_\_\_\_\_ Today's Date \_\_\_\_\_