IN STORE RETURN POLICY

Except as provided below, and covered under warranty, unopened new products are returnable within 7 days of purchase for full refund. Sales ticket must be provided. Open box, Pre-owned, used, and refurbished items that include laptop, desktop, monitors, computer accessories are returnable within 48 hours of purchase. Computers and tablets must be reset to factory settings and must have receipt of purchase to be refunded. There is a 15% restocking fee for all returns. See our exchange policy below for returns after the 48 hour return period.

Exchange Policy

Items purchased within 15 days of purchased can be exchanged for like kind product for full credit equal to purchase price or higher priced item. A service fee will be charged if items has to be reset to factory settings.

Warranty Policy

All items covered under warranty as noted on sales and/or specifications are enforced by WTR Computer Sales. All refurbished items include a 90-day warranty. Open box, pre-owned, used, items also include a 90-day warranty unless noted in specification or sales receipt. If product cannot be repaired under warranty an equal product will be replaced, or a credit memo will be issue for same original amount when purchased was made.