

## Return and Exchange Policy

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### For all returns:

All returns must be received at our business no more than 30 days from the date the item was shipped to you. To accomplish this, we recommend that you obtain a return authorization (RMA) number from our customer service department at **785.346.5885** within 20 calendar days of the ship date to you, thereby allowing sufficient time for the product to be returned by less costly shipping, such as USPS.

Returns received beyond **30** calendar days from the original ship date will be rejected and will be returned to you. You are responsible for paying shipping charges for returning product to Service First Computers. **Service First Computers has the right to refuse any return due to: expired RMA number, physical damage, no RMA number on shipping label, or missing parts (including packaging).**

### Non-defective product:

You may return most products for credit within 14-day from our shipping date provided that you received an RMA number from us. **A restocking fee of 20% or \$20(whichever is larger) will be subtracted from the credit.** We do ask that you:

- Keep all products in new condition for a period of 30 days. (Manuals, cables, promotional items, warranty and registration cards, etc.)
- Do not remove anything from the Manufacturer's box, especially the UPC codes.
- Inform us if anything is missing from its original packaging within 3 days of receiving date. (Incomplete shipments will be returned)

Please keep in mind that only products that are in new condition will be accepted for return. **Opened printers, scanners, monitors, MP3 players, software and boxed CPUs are absolutely non-refundable.**

### Most Defective Products

<b>DOA - within 7-day from our shipping date</b>	Most Products (except for non-refundable items) claimed defective within the DOA period will be replaced immediately or a full refund (shipping charge is non-refundable). <b>We will not charge freight again for the replacement parts return to you.</b>
<b>After DOA period and within 30 days from our shipping date</b>	Most Products (except for non-refundable items) claimed defective after the DOA period will be tested and repaired or replaced only. <b>We will not charge freight again for the replacement parts return to you.</b>
<b>After 30 days from our shipping date</b>	You must return defective products outside the 30-calendar days window directly to the manufacturer.

### Open software:

Open software cannot be returned to Service First Computers for any reason. Contact the software manufacturer for replacement of defective software.

### Non-refundable defective products:

**Opened printers, scanners, monitors, MP3 players, software and boxed CPUs are absolutely non-refundable.**

<b>Within 30 days from our shipping date</b>	You may return the defective product for same-item exchange only.
<b>After 30 days from our shipping date</b>	You must return defective products outside the 30-calendar days window directly to the manufacturer.

**To obtain a Return Authorization Number:**

1. Locate the packing slip or Invoice included with your original shipment. Reference the "Order ID".
2. Contact Customer Service at **785.346.5885** Monday through Friday between 9:00 AM and 5:00 PM Central Time.
3. The Return Authorization number issued by our Customer Service representative must be written on the shipping label only of all returned packages. Returns with writing on the original manufacturer's packaging will be subject to a repackaging fee of \$25.00.  
**Packages without RMA numbers will be refused.**
4. All returns must be addressed as follows:

Service First Computers. Attn: RMA # \_\_\_\_\_  
120 West Washington  
Osborne, Kansas 67473

**It is your responsibility to get the item back to Service First Computers. Shipping is not refundable.**

**Returns must be sent via USPS, UPS, Federal Express, or any courier that issues a tracking number.**