# Return Policy

- Our return policy will vary by product as we adhere to the manufacturers or vendors terms and conditions.
- Returns are accepted no later than 30 days of invoice date if defective or factory sealed.
- Product with an invoice date outside of 30 days is not eligible for return.
- Defective product outside of 30 days will qualify for repair. No replacements will be allowed.
- All non-defective returns are subject to a 15% restocking fee.
- Please verify your acknowledgments. Notify Reliant Computer Services immediately if there are discrepancies. This will prevent any problems before product ships.
- All products should be verified immediately upon receipt. Do not open the box if there is a discrepancy. Upon verification, product should then be inspected and tested.
- If the product is believed to be defective or there is a shipping or billing problem, call us immediately.
- Failure to notify Reliant Computer Services of discrepancies is considered acceptance of the product.

## Warranty Services

RELIANT Computer Services, Inc. will follow the provisions of the manufacturer standards and in-warranty policies. We will assist you in obtaining your Warranty service from the manufacturer. After the warranty period you have the option of time and materials repair service or an annual service contract with the manufacturer.

## Shipping Refusals/Order cancellation

If you refuse delivery of a shipment, you will be subject to a **$50** handling fee as well as the incurred integration, freight costs**.** You will also be subject to a change in terms (CIA).

The exception is if your order has been damaged from shipment

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