

6.5-P PRODUCT RETURN POLICY



eAsset Solutions
Computer and Electronics Recycling

R2 Language	Description	Return Policy	Returns	
			Shipping Cost	Purchase Price
R2/Ready for Reuse	(Tested for Full Functions) All equipment functions tested, working properly, ready for reuse as new eBay Language/Item Condition: "New" "New (Other)" or Used"	30 days from delivery date	Customer will pay return shipping cost. Upon validation of equipment failure or inconsistency with advertised description, we will reimburse or credit the return shipping cost. If product is found to be functional, no credit or reimbursement for shipping will be given.	We will provide a replacement upon return and evaluation of the product. If a replacement cannot be provided, we will provide a refund of the purchase price.
R2/Ready for Resale	(Tested for Key Functions) Confirmed that Key Functions of equipment have been tested. Key Functions are defined for each piece of equipment in the listing. eBay Language/Item Condition: "Parts or not working"	No returns Or 30 days from delivery date if there are any inconsistencies with the advertised description of the product	Customer will pay return shipping cost. Upon validation of equipment failure or inconsistency with advertised description, we will reimburse or credit the return shipping cost. If product is found to be functional as described, no credit or reimbursement for shipping will be given.	We will provide a refund of the purchase price upon validation of equipment failure or inconsistency with advertised description.
R2/Ready for Repair	(Evaluated and Non-Functioning) Downstream refurbisher must be capable of repair and refurbishment and/or R2 Certified eBay Language/Item Condition: N/A – not sold	N/A – not sold on eBay	N/A – not sold on eBay	N/A – not sold on eBay
Collectible and Specialty Electronics	Electronics which we do not have the capability or knowledge to repair or test. Inventory is less than 1% of total sales eBay Language/Item Condition: "Vintage"	30 days from delivery date	Pre-paid return label is provided when requested	We will provide a refund of the purchase price after receiving the return and inspection

Return Procedure

1. Contact a customer service representative through eBay Messages, by email: support@eassetsolutions.com or by phone: 703-534-5865
2. Attempt a resolution to the issue. Provide pictures of any errors or damage.
3. If the issue cannot be resolved and requires return of the product, customer service will provide return instructions.
4. Provide a tracking number on the return shipment.
5. Upon receipt of the return package, the product will be evaluated and corresponding resolution made.