

Return Policy

The original receipt or packing slip is required for all returns. A valid photo ID may also be required.

Unopened or Defective Items

- Within 14 days: Exchange or 100% refund
- Within 30 days: Exchange only

Opened Items

- Within 14 days: Exchange or 85% refund
- Within 30 days: 85% store credit only

NO RETURNS AFTER 30 DAYS

Non-Returnable Items

- Bargain Bin items
- Sale, Clearance, or Open-Box items
- Special Order items
- Labor or installation services
- Consumables that have been opened or used
- Physically damaged or abused items
- Items that are missing accessories
- Software of any kind

Dymin Systems reserves the right to deny any return or exchange.

Special Order & Open Box Items

Special Order and Open Box items include a 30-day Limited Warranty from Dymin Systems. After 30 days, the warranty must be claimed through the manufacturer. Additionally, we may charge up to a 50% non-refundable deposit for Special Order items.

Trade-Ins

All exchanges & Trade-Ins are FINAL; No returns, refunds, or reclaiming traded merchandise. Payments will be made by corporate check which can be picked up or mailed within 3-4 business days.

Abandoned Equipment

Any equipment not claimed within 30 days of being left at a Dymin repair facility will be considered abandoned and will become the property of Dymin Systems, Inc.

Your Data

Dymin Systems is not responsible for lost or stolen data. Data backup is the sole responsibility of the customer.

At times, we may inadvertently view data contained on your device in order to facilitate servicing that device. It is your responsibility to remove any data you consider private before having your device serviced.

Software Authenticity

Dymin Systems only services computer systems with legally licensed software. We may require you to provide proof of ownership, such as a Certificate of Authenticity (COA), license keys, or original disks. We cannot install software from copied disks.

Accurate Diagnosis Guarantee

Dymin Systems guarantees that our diagnosis and repairs we perform will be accurate and appropriate. If you have a problem with a device we serviced within 7 days after you have picked it up from a Dymin repair facility, we will provide in-store diagnosis of that problem at no charge. If we determine the cause of the problem was due to any fault of ours, we will correct the problem at our expense. If the problem is determined to have been caused by factors other than our error, we will provide you a quote for repair.

Under no conditions will Dymin Systems be liable for problems that are caused by use of components, accessories, or software not provided by or installed by our technicians. This includes viruses, software drivers, and 3rd-party software.

Dymin Limited Warranty

All hardware products, except "Bargain Bin" items, sold by Dymin Systems include a 30-day, 90-day, or 1-year Limited Warranty. See the Dymin Standard Warranty Terms & Conditions for complete details.

A copy of the Dymin Standard Warranty Terms & Conditions may be requested from any Dymin Systems associate in-store, by calling us at (800) 811-3661, or may be viewed and printed at our website <http://www.dyminsystems.com/forms-and-policies/>

Certain hardware products may include longer warranties provided by the manufacturer. These warranties are the customer's responsibility to claim.

The 24-Hour Guarantee

Dymin Systems guarantees that in-store computer repairs will be completed in 24 hours or less during the business week (Mon-Fri). Computer repairs that we receive on Friday through Sunday will be completed the following Monday. If we don't meet our promise, you're entitled to a \$20 Dymin Systems Gift Certificate for use on your next visit. The customer must make the claim at the time of pick up.

Our 24-Hour Guarantee does not apply to repairs that require special order parts, server repairs, data recovery, or repairs in which a customer does not return our call within 2 hours for additional information necessary for the repair or for approval of a proposed repair.

For complete 24-Hour Guarantee details, contact a Dymin Systems associate in-store or you can find it on our website <http://www.dyminsystems.com/forms-and-policies/>

EXCEPT AS EXPRESSLY STATED ABOVE AND TO THE EXTENT NOT PROHIBITED BY LAW, DYMIN SYSTEMS PROVIDES NO WARRANTIES OR CONDITIONS, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO ANY WARRANTY OR CONDITION (1) OF MERCHANTABILITY, MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, PERFORMANCE, SUITABILITY OR NON-INFRINGEMENT; (2) RELATING TO ANY THIRD-PARTY PRODUCT OR SOFTWARE; OR (3) REGARDING THE RESULTS TO BE OBTAINED FROM THE PRODUCT OR SOFTWARE. DYMIN EXPRESSLY DISCLAIMS ALL WARRANTIES AND CONDITIONS NOT STATED ABOVE.