

Express Computer Store (ECS) Sale Policies

Exchanging or returning products purchased in-store/on line.

- All products installed by ECS will be tested prior to be accepted for warranty exchange.
- Returns will **not** be accepted on items that :
 - are missing packaging or accessories
 - Special Order Item*
 - have been physically altered, modified or damaged.
 - are not in resalable conditions.
 - passed 15 days of original purchase date**
 - are **computer systems pre-installed with licensed software**, including but not limited to operating system(s), are Final. Please review software license agreement by respective software/hardware manufacturers.***
 - components that are improperly installed by customers.****
 - open software , including installed software that are authorized by customer to install.
 - are hardware contain open consumables or any open consumables (including thermal compound).
 - Processors and Motherboards with bent pins.
 - are Extended Warranties and deposits.
 - are service fee(s).
- Projector bulbs, printer heads and other consumables are not warranted by ECS.
- Express Computer Store reserves the right to refuse sales and service to anyone , including those
 - who abuses our Return and Exchange Policy
 - whose account is not in good standing .
 - who is not the authorized or original purchaser/owner of the purchased product.
 - who is verbally or physically abusive to our staff.
 - who does not comply with copyrights or warranty guideline and agreements.

Due to the nature of the computer industry which leads to unexpected fluctuation of prices and constant change of computer technology, ECS does not honor after sale price match or model (features) match.

Component Sales Policies:

Components sold to and installed by the customer are done so at the customer's own risk. ECS is not liable for any damages, claims or (data) losses directly or indirectly related to the purchased products or services. Defects or incompatibility issues with any components purchased from ECS will be handled according to original manufacturer's warranty. It is the sole responsibility of the customer to obtain warranty directly from the manufacturers.

*Items that requires non-refundable deposit to order or informed as special order item.

**Subject to approval. Refund will be subject to 20% restocking fee and market current price, unless written exception is printed by authorized manager on original invoice.

*** Please request this information prior to the approval of software/hardware setup. Your approval of such setup is regarded as a consent to license agreement(s) .

**** Fail to perform proper installation (hardware or software), due to lack of knowledge, misunderstanding or accidents.