



Return policy Ockel Computers

At Ockel Computers we want to make sure you're happy with your purchase so you may change your mind and cancel your purchase and receive a full refund at any time before your order has been shipped and within 14 days from the day you received your complete order.

Please note that it is Ockel Computers Policy that we must have received the original items back prior to issuing any refund or replacement products.

- We accept returns or exchanges for up to 14 days after receipt of your order.
- Exceptions apply, including but not limited to:
- To return or exchange an item, you must first obtain a Return Merchandise Authorization (RMA) from Ockel Computers Technical Support. You can contact them by e-mail at: support@ockelcomputers.com or online at: www.ockelproducts.com/support. Any product returned without authorization may result in processing delays. Also, you will assume full liability for products that may be lost. Do not refuse delivery or return the product without contacting us.

Exchanges

- If you have received a damaged or defective item, we will send you a replacement of the same or similar product.
- If you have received a product and you would like to exchange it for something else, our Customer Representative will be glad to assist you.
- Your replacement or exchange will be initiated once we confirm receipt of the returned item.



Refunds

- Your refund will be initiated once we receive your returned item.
- Original shipping and handling charges may not be refunded.
- Unless the received Ockel Computers product is defective the customer is responsible for all applicable shipping and handling fees for international delivery, including customs fees.
- Ockel Computers is not responsible for lost or damaged return shipments in one way or another.
- We can only issue refunds back to the original form of payment. When you return items from a group of items purchased, the remaining amount spent may no longer be eligible for any discount you may have received (e.g., for gifts with purchase, free gifts, buying in quantity). If this is the case, the discount is subtracted from the price you paid for the returned item. To receive a complete refund, all items from the original purchase must be returned.
- Ockel Computers is not responsible for any fees of payment providers such as Paypal or your Creditcard company. The payment fees will not be refunded.
- It can take up to 14 days to process your refund.

RMA procedure

To qualify for a Return Merchandise Authorization (RMA) for either a refund or repair of Ockel Computers products, all items require an RMA number prior to being returned. Products must be 100% complete, in the same condition as when sold, and in the original packaging as provided by the manufacturer. All packing materials, manuals, warranty cards, and other accessories and documentation must be included. Kits and other items assembled after purchase must be unassembled and returned in the manufacturer's original packaging. All returns will be inspected and products found to be non-conforming will be rejected or subject to a 25% restocking fee at Ockel Computers sole discretion



Non-qualified and non-conforming returns are not included in Ockel Computers RMA policy and, if returned, will be rejected or subject to a restocking fee of up to 25% at Ockel Computers sole discretion. If the non-qualified or non-conforming package is rejected, the party who returned the item(s) will be billed for return shipping cost of the item(s).

Receiving Procedure

All returned products will be thoroughly inspected and a determination will be made if eligibility and conforming requirements are met. To avoid any delay or denial of processing your return please verify that the product you are returning meets the guidelines below and qualifies for return. If a non-conforming product is accepted for return Ockel Computers reserves the right to charge a restocking fee up to 25% at Ockel Computers sole discretion. Return processing may take up to 5 business days from the time your product is received.

Inspection Criteria

- Products must be in the original manufacturers packaging, and shipped securely.
- Products must be complete with any standard certification labels originally placed and not tampered with. This includes, but is not limited to capacity, brand name, UPC code.
- Products must be free of any permanent alterations including, but not limited to paint, altered connection inputs, severed wires or cables, or indication of removed crews/ fasteners or seals.
- Products must be free from a configured version of Windows or any other Operating System. Restore Windows or any other Operating System to its factory settings before returning your Ockel Computers device.
- Products must be free from damage of any type, including, but not limited to dents, scratches, cracks, abuse, defacement or damage resulting from power surges.
- Products labeled with a security seal, must have the seal intact and not tampered with.



Restocking fee

Products that do not meet the inspection criteria or items that are returned beyond the designated return period, will be subject to a restocking fee up to 25%.

When you are returning an Ockel Computers product please remove:

- Any additional software and personal information;
- Any hardware components which you have installed yourself on the product after you received it;
- Any personal flash storage devices you used to install drivers for any hardware products;
- Any passwords used to block access to the operating system or any other software components which came with the product;
- Any configured operating system;
- Please provide detailed reason for return and advise if item/s to be returned are used or open;
- Our Technical Support Team will provide you with a reference (RMA) for your claim, this needs to be added to the outer packaging to allow us to quickly process your goods upon return to our warehouse.

Cancellation by Ockel Computers

Ockel Computers reserves the right to cancel any accepted order prior to delivery, at Ockel Computers discretion (whether or not payment was made), in case of any material errors in connection with your order, the price or other conditions published on the Ockel Computers website relevant for your order, or if any further verification of your credit conditions or records so warrants. If payment was made and your order is cancelled, Ockel Computers will issue an appropriate credit to your account (or may contact you to collect information in order to do so).



Contacting Ockel Computers

For a return, exchange or refund please contact the Ockel Computers Support Desk. Any question will be usually answered within 48 business hours. The Ockel Computers Support Desk can be reached at: support@ockelcomputers.com or www.ockelproducts.computers.com/support.