

Return Policy

New merchandise may be exchanged or returned for refund **with your original packing slip or sales receipt** subject to the conditions listed below. CJ Technical Services, Inc. reserves the right to decline any return or exchange where the product is not in "like-new" condition. "Like-new" means the complete product in the original carton with all equipment, packaging, warranties, manuals and accessories.

Notebook/laptop computers, digital cameras/camcorders, projectors and commercial products may be returned or exchanged within 7 days of purchase, provided the merchandise is in "like-new" condition - the complete product in the original carton with all equipment, packaging, warranties, manuals and accessories. A 15% Open Box Fee will be charged on all returns and exchanges unless the product is defective and is exchanged for the identical product.

Desktop computers, monitors and printers may be returned or exchanged within 15 days of purchase, provided the merchandise is in "like-new" condition - the complete product in the original carton with all equipment, packaging, warranties, manuals and accessories. A 15% Open Box Fee will be charged on all returns and exchanges unless the product is defective and is exchanged for the identical product.

| Un-opened software and DVDs may be exchanged only for the identical product. Any exchange of un-opened software and DVDs must occur within 15 days of purchase. If license information or product key has been viewed, viewable, or in any other way accessible to the customer or any other person outside of CJ Technical Services, Inc premises is not eligible for return or exchange unless defective.

Special order items may be returned within 15 days of purchase; however customer forfeits the 50% deposit on the item. In the case of a defective item an exchange for an identical item will occur. In the cases where a deposit was not taken at time of purchase there will be a 50% restocking fee for the returned special order item. This 50% service charge also applies to assembled units (custom pc's, etc.) where individual parts are special order. The term "special order" applies to any item not deemed a normal stock item by CJ Tech management.

All other products not listed above may be returned or exchanged within 15 days of purchase, provided the merchandise is in "like-new" condition - the complete product in the original carton with all equipment, packaging, warranties, manuals and accessories.

Non-returnable and non-refundable items

Special buy or clearance items are not returnable unless otherwise indicated on the label attached to the product. Service parts, motherboards and processors may only be exchanged, and only if defective, within 30 days of purchase if in "like-new" condition. Labor, installation services and any shipping charges are non-refundable.

Refunds will take up to 14 business days to process from the date that CJ Technical Services, Inc receives the merchandise, and will be credited to the credit card or debit card account used for the original purchase. If paid for by cash or check, a refund check will be issued within 14 business days from the time CJ Tech receives the item(s).

Computer service disclaimer of liability

I, the undersigned, authorize CJ Technical Services Inc., its agents and/or employees to perform the services and/or repairs indicated as well as furnish necessary materials. I understand that any cost is an estimate and the final bill may be different and subject to applicable taxes. Your technician may operate the computer for diagnostic, repair and testing purposes.

The undersigned hereby acknowledges that during the course of, or as a direct or indirect result of, the actions or omissions taken by CJ Technical Services, Inc., its agents and/or employees to repair or otherwise service my computer system, including but not limited to, the hard drive, monitor, and any and all software or other hardware, data may be irretrievably lost. The undersigned further acknowledges that CJ Technical Services Inc., its agents and/or employees shall not be liable, either in tort, contract, or otherwise, for any such loss of data or for any incidental, indirect, punitive, exemplary, special, or consequential damages related to or arising from such loss of data.

The undersigned also hereby acknowledges that during the course of, or as a direct or indirect result of, the actions or omissions taken by CJ Technical Services, Inc., its agents and/or employees to repair or otherwise service my computer system, including but not limited to, the hard drive, monitor, and any and all software or other hardware, previously unidentified issues may arise, including but not limited to, hardware failure or software incompatibility. The undersigned further acknowledges that CJ Technical Services Inc., its agents and/or employees shall not be liable, either in tort, contract, or otherwise, for any of these additional failures. Our technicians will attempt to diagnose these issues upon the request of the undersigned, however further charges may apply. CJ Technical Services, Inc., its agents and/or employees will not be held legally or financially responsible for any component, hardware, software, or data lost or damaged during their attempt to repair your system.

I, the undersigned, agree that CJ Technical Services Inc., its agents and/or employees will not be responsible for loss or damage in case of fire, theft, or any other cause beyond their control.

I, the undersigned, understand that an express technician lien is acknowledged on the equipment in question to secure the amount of repairs and/or service. If equipment or software in question leaves CJ Technical Services Inc.'s possession, then a minimum 50% deposit for estimated service and material cost is required to replace this lien.

Service Guarantee

CJ Technical Services, Inc guarantees its repair work for 30 days after customer pickup. This guarantee covers any new or used parts used for repair that become defective within the 30 day period. In the occurrence of a defective part, the part will be exchanged for an identical or similar part at the discretion of CJ Technical Services Inc. staff. No refunds will be given. Also labor is not refundable or exchangeable. In the occurrence of a defective part labor for the installation of the replacement part may be waived at the sole discretion of CJ Tech employees.

CJ Technical Services Inc., its agents and/or employees will not be responsible for any other parts or data that may become faulty, damaged, or lost during the 30 day period.

In the case of virus removal, the standard 30 day guarantee does apply. However, CJ Tech will not be responsible for re-infection of customer systems. This means that if a system becomes re-infected (even within the 30 days) there may be additional charges. These occurrences will be handled on a case-by-case basis, and it is up to the sole discretion of CJ Tech management to decide what additional charges may apply.

After the 30 day period it will be up to the sole discretion of CJ Technical Services Inc staff to accept or deny any requests for returns or exchanges on serviced components.

Statement of ownership

I, the undersigned, own or am otherwise licensed to use the stated (or installed) software and authorize CJ Technical Services Inc., its agents and/or employees to use it to install, repair, or otherwise service my computer system. I further agree to indemnify, hold harmless, and defend CJ Technical Services Inc. its agents and/or employees against any claims, demands, losses, or actions resulting from CJ Technical Services Inc. its agents', and/or employees' use of the stated (or installed) software to install, repair, or otherwise service my computer system.

Dated: _____

Signature: _____

Printed: _____