

Return Policies; Exchanges You must contact us directly before you attempt to return Product to obtain a Return Material Authorization Number for you to include with your return. You must return Product to us in their original packaging. You are responsible for risk of loss, shipping and handling fees for returning or exchanging Product. Additional fees may apply. If you fail to follow the return or exchange instructions and policies provided by B² Technology Consultant's, B² Technology Consultant is not responsible whatsoever for Product that is lost, damaged, modified or otherwise processed for disposal or resale. At B² Technology Consultant's discretion, credit for partial returns may be less than invoice or individual component prices due to bundled or promotional pricing.

B² Technology Consultant's Return Policy

B² Technology Consultant's values our relationship with you and offers a return policy for non-promotional priced products that you purchase directly from B² Technology Consultant. Under this policy, you may return to B² Technology Consultant, within the applicable return policy period, products that you purchased directly from B² Technology Consultant for a credit or a refund of the purchase price paid, less shipping and handling and applicable restocking fees.

Hardware Products and Accessories: Unless you have a separate agreement with B² Technology Consultant's, all hardware, accessories, peripherals, parts and software that is unopened and still in its/their sealed package or, if delivered electronically, that has not been downloaded, may be returned within ten (10) days from the date on the packing slip or invoice for a credit or a refund of the purchase price paid, less shipping and handling and applicable restocking fees.

Restocking Fees: Unless the product is defective or the return is a direct result of a B² Technology Consultant's error, a restocking fee of 15% may be charged on hardware, accessories, peripherals, parts and unopened software still in its/their sealed package, and on software that has not been downloaded if the software is delivered electronically.

How to Return: To return products, you must contact B² Technology Consultant's customer service (contact@b2techs.com) or call (816) 229-8313 and receive a Credit Return Authorization Number within the return policy period applicable to the product you want to return. You must obtain a Credit Return Authorization Number in order to return the product.

You must ship the products to B² Technology Consultant within five (5) days of the date that B² Technology Consultant issues the Credit Return Authorization Number. You must:

- Ship back **all** products you are seeking to return to B² Technology Consultant. At B² Technology Consultant's discretion, credit for partial returns may be less than invoice or individual component prices due to bundled or promotional pricing and any unadvertised discounts or concessions.
- Return the products in their original packaging, in as -new condition along with any media, documentation, and all other items that were included in the original shipment.
- Ship the product(s) at your expense, and insure the shipment or accept the risk of loss or damage during shipment.

Upon receipt of the complete returned purchase, a credit or a refund of the purchase price paid, less shipping and handling and applicable restocking fees will be issued.

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