



## **CLX Returns Policy**

Please review the following procedures and policies regarding all returns.

### **Prepaid Shipping Charges**

- For your convenience, as part of our continued commitment to provide the highest level of service in the industry, CLX will send you a prepaid return label for all systems returned for warranty work for a period of 90 days starting from your purchase invoice date for any address within the contiguous United States. We will also pay to ship your computer back to you once the warranty repair is completed.
- After the 90 days period from the purchase invoice date, or in the case of returns for refund, you will be responsible for the shipping charges to return the product to our warehouse.

### **Premium Return Services**

- For PCs purchased in the last 90 days, we provide you with a hassle-free Advance Return Services.
- A new replacement unit will be shipped to you, and we will retrieve the defective or faulty unit, at CLX's expense.
- We require a valid credit card on file so an authorization for the system can be held until the unit is returned to CLX. Notice this is only an authorization and is not a charge to your account.
- We also provide the option of cross ship return, where a credit card authorization is not required, however the defective or returned unit must already be in route back to CLX before the advanced replacement unit is

shipped. We will do our best to ship you the replacement upon confirmation of the return shipment.

#### Express Replacement Services

- For PCs purchased in the last 7 days, we provide you with an Express Replacement Service.
- The replacement system will be shipped to you within the USA with a transit time of 2 days to minimize your downtime.
- Sometimes, due to availability of parts, an extra build or handling time may occur, in addition to transit time. However, in those situations we will give your replacement order top priority.