

CircuitWerkes, Inc. Customer Satisfaction Policy:

We at CircuitWerkes, Inc. value our customers with the highest regard and will make every reasonable effort to ensure our customer's satisfaction. We truly believe that customer service is #1. If you have special requests, don't hesitate to ask. If there is something that you think we need to change or something that you think we need to add, please let us know. This is not an all inclusive document and can change at the manufacturer's discretion.

Return/Refund Policy:

1. All return arrangements must be made within 30 days of ship date.
2. Items with manufacturer defects or items damaged during shipping may be returned for replacement, repair, or refund at our sole discretion.
3. An email must be sent to the Director of Operations giving a detailed explanation of the problem, all product numbers/names of items affected, Purchase Order, the date of receipt, and the invoice number. In lieu of an e-mail you may call us at 352-335-6555.
4. The Director of Operations will evaluate each request for refund. Upon approval, a return authorization number will be e-mailed or faxed to you within 7 days. This authorization number will then need to be sent along with the merchandise, original invoice, and original merchandise packaging via UPS, FedEx, or USPS to the address below.
5. Returns must be sent freight paid, with an appropriate RA # (Return Authorization number) clearly displayed on package. The goods must be in the original packaging and be in re-sellable condition.
6. For items returned for credit/refund, upon receipt, you will be refunded or credited the full purchase price minus applicable shipping charges.

CircuitWerkes, Inc.

Attn: Returns, RA # _____
2805 NW 6th Street
Gainesville, FL 32609

Inclusions/Exclusions to:

1. All non-damaged returns will be held subject to a 15% or \$25.00 (whichever is greater) restocking fee.
2. Non product related fees (shipping, handling, etc.) are not refundable.
3. This policy is effective at time of purchase.
4. Product must be current model.
5. The items MUST be un-used and in good re-sellable condition (in its original packaging, etc). Any damage, including shipping, or wear is responsibility of customer. All accessories such as manuals, power supplies, cables, etc. must be returned with the unit or the cost of the items will be deducted from your refund.
6. After 30 days from ship date, CircuitWerkes, Inc. does not accept returns as a matter of policy. If you feel that you have a good reason for returning an item after 30 days, please call us to discuss your particular situation.

Shipping and Handling Policy:

1. All products shipped from customer must use carrier service that provides a tracking number. CircuitWerkes, Inc. does not take responsibility for items until received at the factory.
2. All products shipped from factory will be shipped via FedEx ground or similar service at our discretion and at our cost. Express methods are available at customer's expense.
3. All items will be replaced or repaired at our sole discretion.
4. Most orders should arrive in 7-10 business days.
5. Parcel services will not deliver to a P.O. Box so, please provide us with a street address for parcel shipments.
6. We try to ship all orders out immediately (within 2 days of the order being placed).
7. In the unlikely event that goods are damaged during shipping, please contact us immediately and we will direct you through the appropriate steps to make a claim with the Parcel service (make sure you save all of the boxes and packaging that your order came in, it may be needed to file a claim with the parcel service).

Damaged, Defective, Poor Quality, or Not What You Ordered:

CircuitWerkes, Inc. should be notified As Soon As Possible if a product is defective, damaged in shipment, poor quality, or not what you ordered.

We have 30 days to file claim with our suppliers, and shippers. If you allow this time to elapse, no claim can be made and a return cannot be accepted, for the above reasons.

It is our intention that you receive undamaged products, exactly as described, and in working condition. As long as we are notified in time to file our claims with the appropriate companies, CircuitWerkes, Inc. will pay the cost of shipping a replacement.

Did Not Receive Merchandise: Unless you have been notified by CircuitWerkes, Inc. that your order will be delayed, any order should be received within 15 business days.

Regardless of how an order was shipped, we have tracking numbers. Please notify us if you have not received an order within 15 business days after the order was placed.