

# Return Policies

## General Policy

These are Shadowdancers L.L.C.'s ("Shadowdancers", "we" or "our") Standard Return Policies applicable only to products purchased by you directly from the Shadowdancers.com website.

- All product returns require a Return Merchandise Authorization (RMA) number. You may obtain an RMA number by contacting Shadowdancers Customer Service through any of the methods provided by phone or email from our office.
- Products that are not eligible for return and will be sent back to you at your cost and expense if received by us:
  - Any product not purchased from Shadowdancers.com
  - Any product without a valid, readable serial number, including but not limited to products with missing, damaged, altered, or otherwise unreadable serial number
  - Any product that is returned without all original packaging and accessories, including the retail box, manuals, cables, and all other items originally included with the product
  - Any product from which the UPC code has been removed from its packaging
  - Any product that exhibits physical damage
  - Any product for which you have submitted a mail-in rebate

## Mail-In Rebate Policy

Any product offering a mail-in rebate is not returnable to Shadowdancers once the rebate has been filed. Be sure that the product is functional and that you intend to keep the product before sending in for your rebate. Products missing UPC codes or serial numbers from the box are NOT returnable. Only the product manufacturer can replace a defective item missing the UPC code.

## Combo, Bundle and Kit Specials

Combo, Bundle, and Kit Specials include two or more items that must be purchased together in order to receive a discount.

Items sold as part of a Combo, Bundle or Kit may be returned individually for **replacement** within the applicable Shadowdancers.com Return Policy Period for that individual item.

If an individual Combo, Bundle or Kit item is returned for a **refund**, the applicable discount will be voided, and the discounted amount will be deducted from the amount of the refund. If your combo/bundle/kit discount amount is greater than the individual unit price of the item you wish to return, then the item cannot be returned for a refund; you will need to return all items in the combo/bundle/kit in order to receive a refund.

- *For example:* if your combo/bundle/kit discount was \$5, and you return one of the items for a refund, the \$5 will be deducted from your RMA refund amount.

## Out-of-Stock (Back-Order) Items

If Shadowdancers no longer carries an item that is sent in for replacement, or if that item is simply out of stock, the item will be sent to our Back-Order RMA Department. You will be notified via email of two options: 1) Shadowdancers can send you a comparable replacement item, or 2) Shadowdancers can issue you a refund at the current market value of the product. A current-market-value refund may not exceed the original invoice price. If the item is returned within 30 days of the original invoice date, a full refund will be issued.

## Quantity Purchases

While Shadowdancers is more than happy to fill your order for a quantity of ten (10) or more of any given item in our inventory on a single purchase order, please understand that an order of that size, once purchase is completed, is automatically non-refundable. All other specific conditions related to the ordered item still apply, including any and all stipulations relative to any available replacement return policies. Please contact

Customer Service with any questions you may have.

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### Standard Return Policy

- Return for refund within: 30 days
- Return for replacement within: 30 days
- Restocking Fee: Yes

This is our Standard Return Policy. Items covered by this policy (those products for which Shadowdancers states "*This item may be returned for a replacement or refund within 30 days only*") must be returned to Shadowdancers **within 30 days of the invoice date** for this policy to apply. "Return" constitutes receipt of the product by Shadowdancers, and not the mere issuance of an RMA.

### Limited Replacement Only Return Policy

- Return for refund within: non-refundable
- Return for replacement within: 30 days

Products that state "*This item is covered by Shadowdancers.com's Replacement Only Return Policy*", or items labeled as "Non-refundable" (or similar labeling) must be returned to Shadowdancers **within 30 days of the invoice date** for this policy to apply. Products covered by this return policy may only be returned for a replacement of the same or equivalent item. "Return" constitutes receipt of the product by Shadowdancers, and not the mere issuance of an RMA.

### CPU Replacement Only Return Policy

- Return for refund within: non-refundable
- Return for replacement within: 30 days

Products that state "*This item is covered by Shadowdancers.com's CPU Replacement Only Return Policy*", or items labeled as "Non-refundable" (or similar labeling) must be returned to Shadowdancers **within 30 days of the invoice date** for this policy to apply. Products covered by this return policy may only be returned for a replacement of the same or equivalent item. "Return" constitutes receipt of the product by Shadowdancers, and not the mere issuance of an RMA.

The following conditions are not acceptable for return, and will result in the merchandise being returned to

you:

- Any CPU that is physically damaged
- Improper installation of CPU fans and/or improper clocking may cause CPUs to chip. CPUs that are chipped, burnt or have bent/broken pins are considered physically damaged and cannot be returned for refund or replacement. Physical damage includes (but is not limited to) improper handling and any other type of damage sustained by irregular use.

### Memory Standard Return Policy

- Return for refund within: 30 days
- Return for replacement within: 30 days
- Restocking Fee: Yes

This is our Memory Standard Return Policy. Items covered by this policy (those products for which Shadowdancers states "*This item may be returned for a replacement or refund within 30 days only*") must be returned to Shadowdancers **within 30 days of the invoice date** for this policy to apply. "Return" constitutes receipt of the product by Shadowdancers, and not the mere issuance of an RMA.

The following conditions are not acceptable for return, and will result in the merchandise being returned to you:

- Any memory exhibiting physical damage
- Modules that are missing the manufacturer label containing model number and part number
- Modules that are missing the manufacturer warranty label
- Modules that were shipped with a manufacturer-applied heat spreader, but have had the heat spreader removed
- "Kit" Modules (which contain 2 or more memory modules packaged together) that are not returned as complete set
- USB Drives, Thumb Drives, Flash Memory, or any related product that is returned without the cap or protective casing

### Consumable Item Refund Only Return Policy

- Return for refund within: 30 days (only if unopened)
- Return for replacement within: Non-Replaceable
- Restocking Fee: Yes

This is our Consumable Item Refund Only Return Policy. Items covered by this policy (those products for which Shadowdancers states "*This item may be returned for a refund within 30 days only*") must be returned to Shadowdancers **within 30 days of the invoice date** for this policy to apply. "Return" constitutes receipt of the product by Shadowdancers, and not the mere issuance of an RMA.

Consumable items are items such as Printer Ink and Toner Cartridges, CD/DVD Media, Paper Products etc. that are consumed once they are used. The following conditions are not acceptable for return, and will result in the merchandise you have returned to Shadowdancers being returned to you:

- Consumable items that have been opened
- Consumable items lacking the original packaging

### Software Standard Return Policy

- Return Retail Software for refund within: 30 days (must be unopened)
- Return OEM Software for refund within: non-refundable
- Return Defective (Retail or OEM) Software for replacement within: 30 days

Products that state "*This item is covered by Shadowdancers.com's Replacement Only 30-Day Return Policy*", or items labeled as "Non-refundable" (or similar labeling) must be returned to Shadowdancers **within 30 days of the invoice date** for this policy to apply. Products covered by this return policy may only be returned for a

replacement of the same or equivalent item. "Return" constitutes receipt of the product by Shadowdancers, and not the mere issuance of an RMA.

The following conditions are not acceptable for return, and will result in the merchandise you have returned to Shadowdancers being returned to you:

- Software items that have been opened (if requesting a refund)
- Software items lacking the original packaging

#### **Downloadable Software Replacement Only Return Policy**

- Return for refund within: non-refundable
- Return for replacement within: 30 days

Products that state "*This item is covered by Shadowdancers.com's Replacement Only Return Policy*", or items labeled as "Non-refundable" (or similar labeling) must be returned to Shadowdancers **within 30 days of the invoice date** for this policy to apply. Products covered by this return policy may only be returned for a replacement of the same or equivalent item. "Return" constitutes receipt of the product by Shadowdancers, and not the mere issuance of an RMA.

Downloadable software is non-returnable. The only exception to this policy is if a partial download has occurred and this can be verified through our downloadable software provider Digital River.

#### **Computer Replacement Only Return Policy**

- Return for refund within: non-refundable
- Return for replacement within: 30 days
- There must be a minimum of 8 dead pixels to declare an LCD display defective and eligible for return.

This is our Computer Replacement Only Return Policy. Items covered by this policy (those products for which Shadowdancers states "*This item may be returned for a replacement within 30 days only*") must be returned to Shadowdancers **within 30 days of the invoice date** for this policy to apply. "Return" constitutes receipt of the product by Shadowdancers, and not the mere issuance of an RMA.

The following conditions are not acceptable for return, and will result in the merchandise being returned to you:

- Any desktop PC, notebook or tablet PC that is free from defects in materials or workmanship
- Any desktop PC, notebook or tablet PC that has physical damage due to abuse or improper use
- Any desktop PC, notebook or tablet PC that is missing any accessories or packaging including, but not limited to, AC adapter, battery, pack, manuals, carrying case (if any)
- Any LCD on a notebook or tablet PC that has less than 8 dead pixels

A defective Desktop PC, Notebook, or Tablet PC that is returned for a replacement may be repaired or replaced in Shadowdancers's sole discretion, unless otherwise required by law. While we strive to adhere to our own standard RMA processing times, we cannot guarantee that these times will be met, especially in situations where the item must be sent to the manufacturer for repair. If you have a question regarding returning a Desktop PC, Notebook, or Tablet PC, please contact our Customer Service Department.

Some computer systems will require pre-authorization from the manufacturer technical support in order for an RMA to Shadowdancers to be authorized.

You should be certain in your decision to purchase a Desktop PC/Notebook/Tablet PC and must agree to this policy before completing your order. By confirming your order, you indicate your agreement to this policy.

#### **Television Standard Return Policy**

- Return for refund within: 30 days
- Return for replacement within: 30 days

- Restocking Fee: Yes
- There must be a minimum of 8 dead pixels to declare an LCD display defective and eligible for return.

This is our Standard 30-Day Return Policy. Items covered by this policy (those products for which Shadowdancers states "*This item may be returned for a replacement or refund within 30 days only*") must be returned to Shadowdancers **within 30 days of the invoice date** for this policy to apply. "Return" constitutes receipt of the product by Shadowdancers, and not the mere issuance of an RMA.

This policy includes (but is not limited to) CRT TVs, DLP TVs, Home Theater Projectors, LCD TVs, and Plasma TVs.

**NOTE:** For televisions above 37 inches: An adult (age 18 or older) is required to sign the shipping courier's release form to complete delivery. By signing this release, you are acknowledging and agreeing to Shadowdancers's Use Policy that you cannot return the television to Shadowdancers for a refund, and that the condition of the delivery is satisfactory. After delivery, please read all included documentation and/or contact the manufacturer directly to determine applicable warranty coverage, if any AIT shipments require that shipping damage is reported **within 48 HOURS** of the product's delivery.

The following conditions are not acceptable for return, and will result in the merchandise being returned to you:

- Any LCD screen that has less than 8 dead pixels
- Any television that is damaged due to neglect, abuse or misuse
- Any television that is not in its original packaging with all accessories and manuals

#### **Open Box Refund Only Return Policy**

- Return for refund within: 30 days
- Return for replacement within: non-replaceable

Products that state "*This item is covered by Shadowdancers.com's Refund Only 30-Day Return Policy*", or items labeled as "Non-Replaceable" (or similar labeling) must be returned to Shadowdancers **within 30 days of the invoice date** for this policy to apply. Products covered by this return policy may only be returned for a refund. "Return" constitutes receipt of the product by Shadowdancers, and not the mere issuance of an RMA.

This is our Detailed Open Box Item Return Policy. Shadowdancers often sells items that are listed as "open-box." Because these items are sold at greatly reduced prices, they are subject to a limited refund-only return policy. Such items can only be returned within 30 days of the applicable invoice date. "Return" constitutes receipt of the product by Shadowdancers, and not the mere issuance of an RMA. Shadowdancers cannot provide replacement service for these items, as their stock is limited. The entire risk as to the quality and performance of these items is with the buyer. These items have been tested for functionality, but may have superficial physical defects including, but not limited to, scratches, dings or dents. Should these items exhibit a functional defect following their purchase, the buyer (not the manufacturer, distributor, or Shadowdancers) assumes the entire cost of all necessary servicing or repairs, unless otherwise required by law. These items are not covered by any 30-day satisfaction guarantee.

If you purchase an Open-Box product Shadowdancers guarantees only that you will receive the product itself; accessories **MAY OR MAY NOT BE INCLUDED** with Open-Box products. Shadowdancers will not send you a missing accessory, even if the missing accessory is required in order to properly make use of all the product's advertised functions.

#### **Bulk Item Refund Only Return Policy**

- Return for refund within: non-refundable unless shipment is refused
- Return for replacement within: non-replaceable

This is our Detailed Bulk Item Return Policy. Bulk Items (including but not limited to such items as Air Conditioners, Televisions larger than 37 inches, Home Entertainment Systems and Refrigerators) cannot be returned to Shadowdancers.com for refund or replacement service. Therefore, you are urged to carefully

examine the box your bulk item ships in before signing for the package. Should you observe any damage to the shipping box, or if the wrong product was sent, you must refuse delivery while the shipping courier is still on the premises. The item will be returned to Shadowdancers.com and you will be refunded the full amount, including applicable shipping costs and tax.

If you determine upon inspection that the condition of the shipping box is satisfactory, an adult is required to sign the shipping courier's release form to complete delivery. By signing this release, you are acknowledging and agreeing to Shadowdancers.com's Use Policy, understanding that you cannot return the television to Shadowdancers.com and that the condition of the delivery meets your expectations. After delivery, please read all included documentation and/or contact the manufacturer directly to determine applicable warranty coverage, if any.

AIT shipments require that shipping damage is reported within 48 HOURS of the product's delivery.

The following conditions are not acceptable for return, and will result in the merchandise being returned to you:

- Any LCD screen that has less than 8 dead pixels
- Any item that is damaged due to neglect, abuse or misuse
- Any item that is not in its original packaging with all accessories and manuals

#### **VGA Standard Return Policy**

- Return for refund within: 30 days
- Return for replacement within: 30 days

This is our Standard 30-Day Return Policy. Items covered by this policy (those products for which Shadowdancers states "*This item may be returned for a replacement or refund within 30 days only*") must be returned to Shadowdancers within 30 days of the invoice date for this policy to apply. "Return" constitutes receipt of the product by Shadowdancers, and not the mere issuance of an RMA.

The following conditions are not acceptable for return, and will result in the merchandise you have returned to Shadowdancers being returned to you:

- Cards exhibiting physical damage
- Cards that are missing the manufacturer label containing model number, part number or serial number
- Cards that are missing the manufacturer warranty label
- Cards returned without all included accessories, bonus games, and documentation

#### **VGA Replacement Only Return Policy**

- Return for refund within: non-refundable
- Return for replacement within: 30 days

Products that state "*This item is covered by Shadowdancers.com's Replacement Only 30-Day Return Policy*", or items labeled as "Non-refundable" (or similar labeling) must be returned to Shadowdancers within 30 days of the invoice date for this policy to apply. Products covered by this return policy may only be returned for a replacement of the same or equivalent item. "Return" constitutes receipt of the product by Shadowdancers, and not the mere issuance of an RMA.

The following conditions are not acceptable for return, and will result in the merchandise you have returned to Shadowdancers being returned to you:

- Cards exhibiting physical damage
- Cards that are missing the manufacturer label containing model number, part number or serial number
- Cards that are missing the manufacturer warranty label
- Cards returned without all included accessories, bonus games, and documentation

### Monitor Standard Return Policy

- Return for refund within: 30 days
- Return for replacement within: 30 days
- Restocking Fee: yes
- There must be a minimum of 8 dead pixels to declare an LCD display defective and eligible for return.

This is our Standard 30-Day Return Policy. Items covered by this policy (those products for which Shadowdancers states "*This item may be returned for a replacement or refund within 30 days only*") must be returned to Shadowdancers **within 30 days of the invoice date** for this policy to apply. "Return" constitutes receipt of the product by Shadowdancers, and not the mere issuance of an RMA.

The following conditions are not acceptable for return, and will result in the merchandise being returned to you:

- Any LCD screen with fewer than 8 dead pixels. This is the guideline established by the majority of the product manufacturers.
- Any monitor that has been found to be damaged due to physical abuse or misuse.

### Monitor Replacement Only Return Policy

- Return for refund within: non-refundable
- Return for replacement within: 30 days
- There must be a minimum of 8 dead pixels to declare an LCD display defective and eligible for return.

Products that state "*This item is covered by Shadowdancers.com's Replacement Only 30-Day Return Policy*", or items labeled as "Non-refundable" (or similar labeling) must be returned to Shadowdancers **within 30 days of the invoice date** for this policy to apply. Products covered by this return policy may only be returned for a replacement of the same or equivalent item. "Return" constitutes receipt of the product by Shadowdancers, and not the mere issuance of an RMA.

The following conditions are not acceptable for return, and will result in the merchandise being returned to you:

- Any LCD screen with fewer than 8 dead pixels. This is the guideline established by the majority of the product manufacturers.
- Any monitor that has been found to be damaged due to physical abuse or misuse.

### Personal Computer Replacement Policy

- Return for refund within: non-refundable
- Return for replacement within: 30 days
- There must be a minimum of 8 dead pixels to declare an LCD display defective and eligible for return.

Products that state "*This item is covered by Shadowdancers.com's Replacement Only 30-Day Return Policy*", or items labeled as "Non-refundable" (or similar labeling) must be returned to Shadowdancers **within 30 days of the invoice date** for this policy to apply. Products covered by this return policy may only be returned for a replacement of the same or equivalent item. "Return" constitutes receipt of the product by Shadowdancers, and not the mere issuance of an RMA.

The following conditions are not acceptable for return, and will result in the merchandise being returned to you:

- Any desktop PC, notebook or tablet PC that is free from defects in materials or workmanship
- Any desktop PC, notebook or tablet PC that has physical damage due to abuse or improper use
- Any desktop PC, notebook or tablet PC that is missing any accessories or packaging including, but not limited to, AC adapter, battery, pack, manuals, carrying case (if any)
- Any LCD on a notebook or tablet PC that has less than 8 dead pixels

A defective Desktop PC, Notebook, or Tablet PC that is returned for a replacement may be repaired or

replaced in Shadowdancers's sole discretion, unless otherwise required by law. While we strive to adhere to our own standard RMA processing times, we cannot guarantee that these times will be met, especially in situations where the item must be sent to the manufacturer for repair. If you have a question regarding returning a Desktop PC, Notebook, or Tablet PC, please contact our [Customer Service](#) Department.

Some computer systems will require pre-authorization from the manufacturer technical support in order for an RMA to Shadowdancers to be authorized.

You should be certain in your decision to purchase a Desktop PC/Notebook/Tablet PC and must agree to this policy before completing your order. By confirming your order, you indicate your agreement to this policy.

### Memory Replacement Only Return Policy

- Return for refund within: non-refundable
- Return for replacement within: 30 days

Products that state "*This item is covered by Shadowdancers.com's Replacement Only 30-Day Return Policy*", or items labeled as "Non-refundable" (or similar labeling) must be returned to Shadowdancers **within 30 days of the invoice date** for this policy to apply. Products covered by this return policy may only be returned for a replacement of the same or equivalent item. "Return" constitutes receipt of the product by Shadowdancers, and not the mere issuance of an RMA.

The following conditions are not acceptable for return, and will result in the merchandise being returned to you:

- Any memory exhibiting physical damage
- Modules that are missing the manufacturer label containing model number and part number
- Modules that are missing the manufacturer warranty label
- Modules that were shipped with a manufacturer-applied heat spreader, but have had the heat spreader removed
- "Kit" Modules (which contain 2 or more memory modules packaged together) that are not returned as complete set
- USB Drives, Thumb Drives, Flash Memory, or any related product that is returned without the cap or protective casing

### Manufacturer's Warranties

- Return for refund within: non-refundable
- Return for replacement within: non-replaceable

Shadowdancers.com does not offer any express warranties. However, many of the products available through Shadowdancers.com are covered by Manufacturers' Warranties. If a product is covered by a manufacturer's warranty, it will be stated on that product's web page. Manufacturers' warranty details are typically available at the manufacturer's website. Detailed manufacturer warranty information can also be obtained for free by contacting our Customer Service department. Please note that products in this category are **non-refundable** unless otherwise indicated.

Products that state "*This item can be returned to the product manufacturer only*" must be returned directly to the product manufacturer for repair or replacement, unless otherwise required by law. For these items, the warranty policy provided by the product manufacturer explicitly requires that any returns, repairs etc. be requested and processed directly by the consumer (or "end-user") of the item.

### Limited Refund Only 30-Day Return Policy

- Return for refund within: 30 days
- Return for replacement within: non-replaceable

Products that state "*This item is covered by Shadowdancers.com's Non-Replaceable 30-Day Return Policy*", or items labeled as "Non-Replaceable" (or similar labeling) must be returned to Shadowdancers **within 30 days**

**of the invoice date** for this policy to apply. Products covered by this return policy may only be returned for a refund of the same or equivalent item. "Return" constitutes receipt of the product by Shadowdancers, and not the mere issuance of an RMA.

#### **Educational Software Replacement Only Return Policy**

- Return Educational Software for refund within: Non Refundable
- Return Educational Software for replacement within: 30 days (only if media is defective)
- Return Defective Educational Software for replacement within: 30 days

Adobe Student Edition software is non-refundable. It may only be returned to Shadowdancers for a replacement only if the DVD-ROM received is damaged. No other replacement RMAs are permitted for any reason.

In the case of a damaged disk or otherwise nonfunctional software, a normal Shadowdancers RMA must be obtained, and the disk returned to Shadowdancers. If you have already attempted to install the software, using the activation key which had been sent to you, Adobe will be notified to cancel the activation key for that disc, and a new disc will be sent to you.

Adobe Student Edition software is non-refundable. It may only be returned to Shadowdancers if the DVD-ROM received is damaged. No other replacement RMAs are permitted for any reason. In the case of a damaged disk or otherwise nonfunctional software, a normal Shadowdancers RMA must be obtained, and the disk returned to Shadowdancers. If you have already attempted to install the software, using the activation key which had been sent to you, Adobe will be notified to cancel the activation key for that disc, and a new disc will be sent to you.

#### **DVD/CD Music and Movies Refund Only Return Policy**

- Return for refund within: 30 days (only if unopened)
- Return for replacement within: non-replaceable

Products that state "*This item is covered by Shadowdancers.com's Replacement Only 30-Day Return Policy*", or items labeled as "Non-refundable" (or similar labeling) must be returned to Shadowdancers **within 30 days of the invoice date** for this policy to apply. Products covered by this return policy may only be returned for a refund only if unopened. "Return" constitutes receipt of the product by Shadowdancers, and not the mere issuance of an RMA.

The following conditions are not acceptable for return, and will result in the merchandise you have returned to Shadowdancers being returned to you:

CD/DVD items that have been opened

#### **Furniture Refund Only Return Policy**

- Return for refund within: 30 days (only if unopened)
- Return for replacement within: non-replaceable

This is our Furniture Refund-Only Policy. Items covered by this policy (those products for which Shadowdancers states "*This item may be returned for a refund within 30 days only*") must be returned to Shadowdancers **within 30 days of the invoice date** for this policy to apply. "Return" constitutes receipt of the product by Shadowdancers, and not the mere issuance of an RMA.

The following conditions are not acceptable for return, and will result in the merchandise being returned to you at your cost:

- Any furniture item that has been assembled (if product arrives unassembled)
- Furniture displaying clear signs of use

Shadowdancers Customer Service is available to assist you with all return requests. However, for certain products, you may be advised to return the product directly to the Supplier and not to Shadowdancers. In such cases, Shadowdancers Customer Service will work with you to accomplish the return.”

Any furniture that is returned non-defective or with visible signs of use to Shadowdancers, will be refunded less any shipping charges and a restocking fee of 15%. In the event that you do receive a product that is defective, you will still be responsible for any return shipping costs.

You should be certain that the item you are purchasing will fit your needs. Ensure that the dimensions, aesthetics and utility of the product is what you need before placing your order. By confirming your order, you indicate your agreement to this policy.