

Return policy

This is about our returns policies, including faulty products, change of mind returns and items sold by iTech the Computer Guy online store.

Returning Faulty Items

Our return and refund policies do not limit other rights and remedies you may have under law such as the Australian Consumer Law, including in respect of faulty items. Please read below Returning Faulty Items policy for more information about faulty items.

If you identify a faulty item:

- You can return the item to us by sending us a ticket and select return; or
- outside our website you can e-mail: support@itechthecomputerguy.com.au for refund, replacement (where available) or repair.

Where possible, please notify us within 30 days from receipt of delivery.

Faulty items do not have to be returned in their original packaging but must be packaged appropriately to avoid damage during the return shipping process.

Change of Mind Return Policy

In addition to your rights under the Australian Consumer Law (including any rights in respect of faulty items), you may return most unused and unopened items fulfilled by iTech the Computer Guy within 30 days of receipt of delivery for a replacement or full refund of the price you paid for the item if you change your mind provided you comply with the conditions below:

Conditions applying to change of mind returns

Unless otherwise stated in this Change of Mind Return Policy, **all items being returned for change of mind must be returned in the same condition in which you received the item.** This means that, for change of mind returns:

- New items must be returned unused, undamaged, and unworn.
- Items sold in Used and Renewed condition must not have any additional signs of use or damage.
- All items must not be damaged, missing parts or in unsellable condition because of customer negligence, misuse, or tampering.
- All items must not have been resized, damaged, or otherwise altered after delivery.
- Packaging must be unopened and seals intact (where applicable)
- All packaging and documentation (e.g., boxes, manuals, warranty cards, certificates of authenticity etc.) must be included with the item being returned for change of mind.

iTech the Computer Guy is not required to accept change of mind returns on items outside the specified steps or change of mind returns of items that do not comply with this Change of Mind Returns Policy.

These conditions apply only to change of mind returns and do not apply to items that are returned because they are faulty.

You can send us a ticket via our iTech the Computer Guy website if your replacement meets certain criteria.

Eligible for free replacement if:

- Item received is physically damaged.
- Item received has missing parts or accessories.
- Item received is defective/does not work properly.
- Item received is different from their description on the product detail page

Original shipping fees for change of mind returns are not refunded. However, you may be eligible for Free Returns shipping for eligible items which display the “FREE Returns” message on the product detail page.

This Change of Mind Return Policy is in addition to, and does not affect, your rights under the Australian Consumer Law including any rights you may have in respect of faulty items.

Some items have different policies or requirements associated with them for change of mind returns.

Subscription Items:

Subscription items such as security software, OS, and business application (orders) will not be cancelled or returned if the activation codes have been provided.

Thank you.