

CDS OFFICE TECHNOLOGY

RETURN POLICY

CDS Office Technologies disclaims any responsibility for product information and products described on this site. Some product information may be confusing without additional instruction. All product information, including prices, features, and availability, is subject to change without notice. Applicable taxes and shipping may be added to the final order.

For all returns, customers must call customer service 1-800-367-1508 to request a return authorization number. No returns will be accepted without copies of return authorization form and invoice.

Ink/Toner

CDS offers a 100% guarantee on all ink and toner products. Ink/toner may be returned in the original, unopened packaging within 30 days of the original purchase date with the original invoice and return authorization form for a full refund.

Defective ink/toner products will be replaced or a credit issued, if notification is received via return authorization form within 90 days of original purchase.

Office Supplies

Unopened office supplies may be returned for a full refund within 30 days of the original purchase date with the original invoice or packing slip.

Technology

CDS will only accept the return of technology products in the original packaging (including all accessories and manuals) with the original sales receipt within 14 days of the original purchase date. Opened technology returned within the 14-day period with the original sales receipt will be subject to a 25% restocking fee. Defective technology items with the original sales receipt may be exchanged for the same item within 14 days of the original purchase date. Technology items consist of, but may not be limited to, monitors, digital cameras, hard drives, business machines, networking equipment, projectors, cash registers, digital picture frames, shredders, telephones, computer peripherals and accessories.

Software

Software may be returned in the original, unopened packaging within 14 days of the original purchase date with the original sales receipt. Opened software can only be exchanged for the identical title, with new software unsealed at the time of exchange to complete the return.

Furniture

Furniture may be returned in the original packaging (including all components and manuals) with the original sales receipt within 14 days of the original purchase date. Custom ordered and custom assembled furniture is only returnable if it is damaged or defective upon receipt.

Refunds

Refunds for credit card purchases will only be refunded to the same card used for the original purchase. For customers buying on account, a credit will be issued to that account.

*Failure to follow CDS Office Technologies return policy may result in the return being denied.

*Late fees may apply to payments past 30 days from invoice date.

*All non-defective returns must be in saleable condition in order to receive a full refund.