



## AFFORDABLE ISTORE LLC RETURN AND LOANER POLICY

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### I. RETURN POLICY AND TERMS

#### A. DEFINITION OF COMMON TERMS

1. "Us", "We" and "Our" - Refers to and represents the business Affordable iStore LLC.
2. "You" and "Your" - Refers to the end-user or current owner of the product which was purchased from Affordable iStore LLC.
3. "Accessories" - Refers to supplemental items for use with with a computer or mobile device including (but not limited to) MagSafe chargers, lighting cables, usb wall blocks and cases.
4. "Computer" - Refers to any iMac, Mac Mini, Mac Pro, MacBook, MacBook Pro or MacBook Air computer.
5. "Mobile Device" - Refers to any iPhone, iPod, iPad or Apple Watch device.
6. "Product" - Refers to any item sold by Affordable iStore. This includes but is not limited to computers, mobile devices, accessories and more. This does not include repair services.
7. "Inspection Sheet" - Refers to the document which details the cosmetic condition and functionality of your product(s). This document is not customer facing and belongs solely to Affordable iStore LLC.

#### B. COMPUTERS, MOBILE DEVICES, ACCESSORIES & OTHER PRODUCTS

1. Length of Return Policy:
  - a) Affordable iStore LLC maintains a 14-day return policy which allows for a return within a window of 14 days from the date of purchase. All returns may be subject to a restocking fee.
2. Restocking Fee:
  - a) Any product(s) returned to Affordable iStore LLC within the above stated 14-day return window may be subject to a pro-rated restocking fee which is equal to 1/30th of the original value of a computer. An example is given below:
  - b) If a customer were to purchase a 13" MacBook Pro with Retina display for \$1,000 the cost of returning said product after 3 days may cost the customer \$99.99 (or \$33.33 multiplied by 3). This restocking fee is up to the discretion of Affordable iStore LLC to charge.

**3. What Our Return Policy DOES NOT Cover:**

- a) Any product that is physically damaged in any way that is not consistent with the initial inspection of said product in question cannot be returned. If an exception is made, Affordable iStore LLC reserves the right to charge an additional fee appropriate to the damages.
- b) Any product that is physically modified in any way that is not consistent with the initial inspection of said product in question cannot be returned. If an exception is made, Affordable iStore LLC reserves the right to charge an additional fee appropriate to the modifications.

**4. How Affordable iStore LLC Will Resolve Your Return Request:**

- a) If you submit a return request to Affordable iStore LLC during the return period for your product(s), Affordable iStore LLC will, at its discretion, do one of the following:
  - (1) Process your return without a restocking fee at the discretion of the employee.
  - (2) Process your return with a restocking fee at the discretion of the employee.

**5. How To Claim Return Your Product(s):**

- a) A customer of Affordable iStore LLC may process a return request in person. The customer may drop off the desired items for return at our retail store for a refund.
- b) A customer of Affordable iStore LLC may process a return request via mail. The customer may ship the desired items for return to our retail store for a refund. The items sent for return must be in the hands of an employee of Affordable iStore LLC prior to the end of this 14 day return window. This time frame does not accommodate for shipping times. This means that a product shipped to Affordable iStore LLC on the 14th day of said return window is ineligible for return.

**II. LOANER COMPUTER POLICY**

**1. Loaner Computer Policy**

- a) A customer of Affordable iStore LLC may choose to rent a computer for a fee equivalent to 1/30th of its original sale price per day. For example, it would cost \$33.33 for a computer rental of an item which was priced at \$1,000. This fee does not include taxes.
- b) The amount charged will be equivalent to 1/30th of the original sticker price BEFORE taxes.

**Example Invoice:**

**MacBook Pro with Retina display Rental (3 Days) - \$99.99**

**(Taken from original sticker price of \$1,000 divided by 30)**

**\$99.99 + Tax = \$105.99**

The daily fee of the above rental is calculated without tax, while the final charge is calculated with tax. This same formula can be applied to any computer which is available for rental.

**2. Free Loaner Computer Policy**

- a) A customer of Affordable iStore LLC may choose to rent a computer for no additional cost during their repair as available. These free computers are available first come, first serve to any customer who needs them. They must be treated carefully and with respect.
- b) A customer of Affordable iStore LLC may be subject to a restocking fee equivalent to the above rate or whichever amount Affordable iStore deems fit up to the full retail value of the loaner computer. This fee will only incur if damages are found which are inconsistent with our inspection sheet. Affordable iStore LLC may conduct a brief inspection to ensure that the items returned are given to us as they were given to the customer without additional damages.