

Customers who wish to return product are required to obtain a Return Goods Authorization (RGA) by contacting the RCT Centre who shipped the equipment. RGA's must be requested within 10 days of product delivery date. In most cases, shipping costs for returning product back to RCT will be paid by the customer; final determination will be based on the reason for the return. Original shipping and handling charges also may not be refunded to the customer; final determination is based on the reason for the return. To avoid delays in receiving your refund, please read our complete Return Guidelines.

Return Guidelines

Because the warranty begins when you receive your product, we advise that you inspect it immediately and keep the packaging until you have confirmed that the product is in proper working order. Products must be in original packaging and must include all power cords, keyboards, mice and RCT installed software and options to be eligible for return.

If an item is damaged or if you believe it to be defective, we will work with you to determine the nature of the problem and attempt to correct it. If we are unable to resolve the problem, then you must obtain a Return Goods Authorization (RGA).

Please note that RCT will not accept returns for the following products (unless defective):

Product that cannot be linked to an RCT order number

If the returned shipment does not match the RGA, a Customer Support Representative will contact you.

Product that has been modified by installation of additional software or options or have serial numbers removed

RCT does not accept any COD returns.

Return shipping costs are borne by the customer; unless RCT specifically agrees otherwise. If requested, a call tag may be offered to the customer at a reasonable cost.

After RCT receives your return, it is inspected and compared to the RGA. All parts and equipment contained in the original order must be included (including, without limitation: keyboard, mouse, software, speakers, accessories, drives, memory, microprocessors, and processor boards). Once confirmation is completed, the return is processed into the warehouse and a replacement or refund is issued using the same form of payment used for purchase (for cash payments, a refund cheque will be issued). The normal process usually takes 10-15 business days to complete. No credits are issued for incomplete returns.

Please note:



We cannot accept returns for products with system problems that arise from installing additional software or applications or uninstalling existing software. The warranty becomes void if the product is taken to a third party for evaluation or troubleshooting.