



Skyline Technology Solutions Hardware Return Policy

Effective Date: 9/1/2023

1. Returns and Refunds

At Skyline Technology Solutions, we want you to be completely satisfied with your hardware appliance/hardware purchase. If you are not satisfied for any reason, we offer a return and refund policy to ensure your peace of mind.

2. Eligibility

To be eligible for a return and refund, the following conditions must be met:

- a) The appliance/hardware must be returned within 30 days from the date of purchase.
- b) The appliance/hardware must be in its original condition, including all packaging, accessories, and documentation.
- c) A valid proof of purchase, such as a receipt or invoice, must be presented.

3. Restocking Fee

A restocking fee of 15% may be applied to returns, especially if the appliance/hardware has been opened or used.

4. Refund Method

Refunds will be processed using the same method of payment used for the original purchase, unless otherwise specified.

5. Warranty Considerations

If the appliance/hardware is found to be defective, it may be covered under maintenance or warranty. In such cases, please refer to the terms and contact our support team or Customer Success Manager for assistance with repairs or replacements.

6. Return Shipping

Customers are responsible for all return shipping costs unless the return is due to an error on our part or the appliance/hardware is found to be defective.



7. Exemptions

Please note that certain items, such as those marked as "final sale," may not be eligible for returns or refunds. Refer to the product description for any specific return restrictions.