

CompuCycle Frequently Asked Questions

Products

Q. What type of equipment do you sell?

A. *We sell refurbished computers, monitors, network products, notebooks, printers, servers, and computer parts and peripherals.*

Q. What is the condition of the equipment?

A. *The equipment is tested and refurbished by our certified team of technicians. Equipment may have slight cosmetic defects associated with normal wear and tear, but the functionality of the equipment will not be affected.*

Q. Does the equipment have an operating system?

A: *Yes, our systems come with operating systems installed for retail customers. Equipment for resellers however, does not.*

Q. Do you own your inventory?

A. *Yes, all equipment sold is shipped out of our 53,000 square foot facility located in Houston, Texas.*

Q. Will I get keyboard, mouse and power cord with my PC?

A. *Yes, unless otherwise agreed.*

Q. Do your PC's have modems?

A. *No, unless stated on the description.*

Q. Can I upgrade any system?

A. *Yes, you may increase the memory, add a modem, or request other upgrades provided we have the parts necessary to make the desired change.*

Q. What is the warranty on your equipment?

A. *One year on recertified computers and laptops, 30 Days on all equipment unless otherwise specified. Laptop batteries have a 10-day DOA warranty.*

Q. Do laptops come with AC adapter and battery?

A. *Yes, all laptops are shipped with AC adapters and battery.*

Q. Do you warranty your laptop batteries?

A. *Yes, we warrant that the batteries will take a charge, but we do not warranty the life of the battery.*

Payment

Q. Do you sell to the general public?

A. *Yes.*

Q. What sort of payment do you accept?

A. *We accept cash, checks, money orders, cashiers check, company checks, credit card, Paypal, and wire transfer.*

Q. Do you accept international credit card payments?

A. *No, we do not accept International credit card payments.*

Q. Do you accept COD?

A. *We will accept COD bank certified checks only.*

Q. Is there a fee if I pay by credit card?
A. *There is a 3% administrative fee for credit card payments.*

Q. Will you charge sales tax?
A. *Sales tax will be charged to residents of Texas unless a Resale Certificate is provided prior to your purchase.*

Shipping

Q. How do you ship equipment?
A. *Equipment is shipped FedEx ground unless otherwise requested.*

Q. Can I arrange my own shipment?
A. *Yes, you can use your own carrier.*

Q. When will my order ship?
A. *Your order will be shipped within 48 hours of receiving payment.*

Q. Can I get same day shipment?
A. *Yes, there will be a fee of \$15.00 per unit for same day shipment.*

Q. Will you blind ship?
A. *Yes, we can blind ship within the United States and Canada.*

Returns

Q. Can I return the equipment before receiving a Return Merchandise Authorization number (RMA)?
A. *No, you must obtain an RMA number from Customer Service before returning any equipment for warranty repair.*

Q. What happens if my equipment arrives damaged?
A. *Complete the RMA (Return Merchandise Authorization) Form within 24 hours of delivery to obtain an RMA number. Return the equipment in its original packaging with the RMA number printed on the outside of the box and include a copy of the RMA form inside the box.*

Q. How do I go about getting the equipment returned under warranty?
A. *Complete the RMA (Return Merchandise Authorization) form to obtain an RMA number. Repack the equipment in the original packaging and write the RMA number on the outside of the box. Include a copy of the RMA form inside the box. Ship the equipment back to CompuCycle. A 25% restocking fee will be charged on any return without an RMA number, as well as returns due to buyer's remorse, abuse, or refusal to take delivery.*

Q. Who pays freight in respect of warranty repair?
A. *The customer is responsible for return shipment of equipment to CompuCycle. CompuCycle is responsible for return freight to the customer.*

Q. Does the warranty cover problems arising with any software?
A. *No, our warranty does not cover any software problem and any such repair will entail a flat rate charge of \$35.00 used for diagnosis. The remaining charge can be used toward the cost of repair.*

Q. Will my equipment be repaired or replaced?
A. *CompuCycle will in its discretion repair or exchange the equipment or issue a refund to you.*

Q. What do I do if the product arrives damaged?
A. *Inspect the product before signing for shipment. If it is damaged, refuse shipment in order for the product to be returned to CompuCycle.*