



## About Our Return Policies

Origin Micro offers returns for most items within 20 days from date of invoice. RMA expires 15 days from date of issue. You can use this page to learn about our return policies. Most items sold by Origin Micro follow our general return policies, but some products have different policies or requirements associated with them.

## Requirements for a Refund

- Items must be in new, unopened condition
- Items must be returned with all original packaging and accessories. Items must have a UPC or serial number

## Returns Policies

If you have questions about our return policy, please contact us at [sales@originmicro.com](mailto:sales@originmicro.com) before you place an order. Shipping and handling charges for returning items are borne by the buyer.

Items valued at over \$75 must be returned to Origin Micro with a trackable shipping service. If the order is valued at \$100 or more, insure the shipment for the value of the merchandise and ship your return with a signature shipping service. For items below \$75, we suggest USPS delivery confirmation service.

**Note:** If a return package doesn't arrive and you don't use a trackable method of return, or if you refuse the shipment as a method of return, we may not be able to issue a refund.

## About Refunds

When you return an item, your refund amount and how the refund is issued, may differ, based on the condition of the item, how long you've had the item, and how the item was purchased.

## How Origin Micro Calculates Refund Amounts

If you return an item and the reason for return is not a result of an Origin Micro error, the original cost of shipping will be deducted from your refund. Shipping costs are borne by the buyer.

## Partial refunds/restocking fees:

If You Return	You'll Receive
Items in original, factory sealed condition within the return window	Up to 80% of the item's price
Items in original, factory sealed condition outside the return window	Up to 50% of the item's price
Un-used opened items not in original condition, items that are damaged, missing parts or have obvious signs of use for reasons not due to an Origin Micro error	Conditional %

## How Refunds Are Issued

Most refunds are issued based on the payment method used at the time of purchase.

## About the Origin Micro 60-Day Depot Warranty

Origin Micro offers a 60-Day Depot Warranty, free of charge, with every new product sold. Buyer can request one the following resolution options in accordance with the policy. DOA or defective parts can be returned for replacement, assigned an extended manufacturer's warranty at buyers expense or have a portion or all of the purchase price refunded upon return of the defective part. Advanced replacement is not offered. Returns to our facility, must be accompanied by a valid Origin Micro RMA number, clearly marked on the return label. Shipping costs are borne by the buyer.