

# Return Policy – Sun Dragon Computers

Effective Date: 7/9/2025

- At Sun Dragon Computers, we strive to ensure customer satisfaction with every purchase. If you need to return any product, please review our return policy below. This policy complies with California law, including California Civil Code § 1723 (including custom merchandise exception), and California Business & Professions Code § 17538.

## 2. Eligibility for Returns

- Computers (Excluding Built to Order) may be returned within **\*\*30\*\*** calendar days of the original purchase date,
- Proof of purchase (receipt or invoice) is required for all returns. Credit card statements or bank statements will not be accepted.
- Returns must include all original accessories, packaging, and documentation and be in new condition. Please do not return products that have had stickers applied to the exterior or programming modified.

## 3. Restocking Fees

- **\*\*Non-Defective Computers(Excluding Built to Order): \*\*** A **\*\*15% restocking fee\*\*** will be applied to all returns of non-defective computers. Non-defective is defined as free from hardware errors that would prevent the computer from functioning as expected.
- **\*\*Missing Hardware: \*\*** Returns missing original pieces or original accessories, including but not limited to power adapters, cables, or manuals, will be subject to a **\*\*50% restocking fee\*\*** based on the original price of the product at the time of purchase.
- **\*\*Physically Damaged Products: \*\*** **\*\*No refunds\*\*** will be issued for computers that show signs of physical damage, including but not limited to cracked/broken glass panels, water damage, or excessive wear and tear. Exterior should be free from residue, scuffs, scratches or any other visible defects.

## 4. Defective Computers

- Computers (Excluding Built to Order) that are deemed **\*\*defective due to manufacturer defects\*\*** may be returned for a **\*\*full refund or exchange\*\*** at the discretion of Sun Dragon Computers, pending inspection.
- If the defect is determined to be caused by misuse, improper handling, or physical damage, the return will be **\*\*denied\*\*** or subject to applicable restocking fees.

## 5. Refund Process

- Approved refunds will be issued to the **\*\*original payment method\*\*** within **\*\*10\*\*** business days. If the original payment method is unavailable, you will be mailed a check to the provided shipping address within 10 business days of the approved refund.

- Shipping and handling fees are **\*\*non-refundable\*\*** and return shipping costs are the responsibility of the purchaser unless the return is determined to be a verified manufacturer defect.

## **6. Exceptions & Additional Terms**

- Returns that do not meet the explicit conditions listed in this policy may be rejected or subject to additional fees at the discretion of Sun Dragon computers.

- Sun Dragon Computers reserves the right to modify or update this policy at any time in compliance with applicable California laws.

### **5. a. Built to Order (BTO) All Singularity Series Systems**

No returns or exchanges are accepted with the exception of:

- Damage in shipping to the client
- Incorrect configuration caused by error on part of Sun Dragon Computers

### **7. b. Built to Order (BTO) Cancellations**

Orders may be cancelled within 24 hours of placement, provided parts have not already been purchased by Sun Dragon Computers, and/or assembly of the order has not commenced. After the 24 hour period has elapsed, cancellations will no longer be accepted.

For any questions regarding returns, please contact our customer service team at [support@sundragonpc.com](mailto:support@sundragonpc.com)