



**Our 30-day, “No Hassle” Return Policy:**

We want you to be thrilled with your purchase, so CCI Solutions offers a 30-day money-back guarantee. If you are not completely satisfied with any product for any reason, return it for a refund of the product purchase price, a credit on-account, or exchange it for another product. If your purchase was eligible for free shipping, the normal shipping cost will be deducted from your refund or credit.

Non-returnable items: Some items cannot be returned for logical reasons, which include: Special Orders, Software, Custom Projector Screens, and items that may no longer be sterile such as headphones and In-Ear Monitors.

Approval for refunds are based on the condition of the item(s) returned and are subject to final determination by CCI Solutions.

**How to Start a Return:**

Please call 877-222-7040 or email [customerservice@ccisolutions.com](mailto:customerservice@ccisolutions.com) to obtain your Return Authorization (RA) number and our team will send you the next steps to return your product. Please have your customer number or invoice number available for reference when you contact us. We strongly recommend you ship the item(s) back to us using a shipper with shipment tracking; returns lost during shipping are not the responsibility of CCI Solutions.

**Defective Merchandise**

Please test your product as soon as possible for defects and call CCI Solutions immediately if you find any issues. CCI Solutions will replace defective merchandise returned within 30 days of purchase. After 30 days, all warranty claims will be made directly with the manufacturer and will be handled according to their warranty policy.

**Damaged Merchandise**

Please inspect all products received from CCI Solutions for any signs of damage suffered during shipping. If you discover damage to any products, refuse the shipment and call CCI Solutions. If you are unable to inspect the product upon delivery or you later discover "concealed" damage, call CCI Solutions immediately so a damage claim can be filed, and we can expedite shipment of new product to you.