

SEDNet Return Policy

You may return new, unopened items sold and fulfilled by Sednet.net within 30 days of delivery for a full refund. Items should be returned in their original packaging. We'll also pay the return shipping costs if the return is a result of our error.

You should expect to receive your refund within four weeks of giving your package to the return shipper; however, in many cases you will receive a refund more quickly. This time period includes the transit time for us to receive your return from the shipper (5 to 10 business days), the time it takes us to process your return once we receive it (3 to 5 business days), and the time it takes your bank to process our refund request (5 to 10 business days). We'll notify you via e-mail of your refund once we've received and processed the returned item.

This page outlines the details of our returns policy rules and exceptions:

Items that are Not Returnable

Sednet.net does not accept returns of the following items:

- Hazardous items that are gas-powered or contain flammable liquids. (These items will say "This item cannot be returned" on their product detail page.)
- Any product missing the serial number or UPC.
- Downloadable software products.
- Grocery products and Gourmet gift baskets.
- Pay As You Go (or prepaid) phone cards.
- For purchase with payment process made other than SEDNet eCard, SED-IRDC, Credit and Debit Card. Generally other than SEDNet Retail sells made on Sednet.net.
- Any CD, DVD, VHS tape, software, video game, cassette tape, or vinyl record that has been opened/taken out of its plastic wrap. (If you discover that the item is defective after the package is opened, a full refund or replacement will still be granted.)

Partial Refunds

Partial Refunds will be issued for the following items:

- Most items that are returned more than 30 days after delivery.
- Any item that has obvious signs of use.
- Any item not returned in the condition it was received.

Exchanges

If you received a faulty item and need to exchange it for the same item, please contact us through sells@sednet.net. If you would like to exchange an item for a different one, please return the original item (you will be refunded your original purchase price once we receive the item) and place another order for the item you wish to purchase. You do not have to wait for us to receive the original item before placing the new order.

Please note that it takes us 3 to 5 business days to process returns once they arrive at our Returns Center.

Refunds

We can process returns and refunds only for items directly purchased from and fulfilled by Sednet.net.

How long does it take to receive my refund?

Refunds are requested after we receive and process your return. You should expect to receive your refund within four weeks of giving your package to the return shipper; however, in many cases you will receive a refund more quickly. This time period includes the transit time for us to receive your return from the shipper (5 to 10 business days), the time it takes us to process your return once we receive it (3 to 5 business days), and the time it takes your bank to process our refund request (5 to 10 business days). We'll notify you via e-mail of your refund once we've received and processed the returned item.

How will my refund be issued?

In most cases, we'll issue a refund in the same form of payment originally used for the purchase. If you paid directly from your bank account, it may take up to 10 additional business days for the credit to be posted to your bank account. If you paid by check, it will take longer for you to receive the refund.

Returns of merchandise purchased with SEDNet eCard and/or SED-IRDC, will be credited in the form of Sednet.net eCard or SED-IRDC.

How are refunds calculated?

The amount of your refund depends on several factors:

The cost of return shipping is deducted from your refund unless the return is the result of our error.

Items that meet our returns guidelines will receive a full refund.

Items that do not meet our returns guidelines will receive only partial refunds:

- Any unopened item in original condition that is returned more than 30 days after delivery: 80% of item's price.
- Any item that has obvious signs of use: 50% of item's price.
- Any item that is not in its original condition, is damaged, or is missing parts for reasons not due to our error: up to 50% of item's price.

If you returned only one item from a multi-item shipment, you will be reimbursed only for the per-item shipping fee for the item you returned and not the per-shipment fee.

If after reading this information, you feel that the amount of your refund was incorrect, please e-mail us; info@sednet.net.

Returning Items You Didn't Order

If you received an extra item in a shipment, or items were delivered to you (or to your home) that you didn't order, please let us know.

At your earliest convenience, e-mail us, sells@sednet.net, and let us know:

- The item(s) you incorrectly received,
- Your name,
- Your mailing address.