



## INVOICE DETAILS

Order #: 69782324  
 Invoice #: 38466433  
 Submitted: 8/26/2008 11:54:37 AM

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**Ship To**

Joan Y Graham  
 3210 Oakwood Cv.  
 Olive Branch, MS 38654  
 662-393-0155

**Bill To**

Joan Y Graham  
 3210 Oakwood Cv.  
 Olive Branch, MS 38654  
 Mastercard: \*\*\*\*\*

**Invoice Summary**

<input type="checkbox"/>	Qty	Product Description	Price
<b>Shipped from CA, USA - Tracking #: 1ZW098R41225806638</b>			
<input type="checkbox"/>	1	NETGEAR WGR614L IEEE 802.3/3u, IEEE 802.11b/g Open Source Linux Wireless Router - Retail Item #: N82E16833122223	\$54.99
			<a href="#">30 Day Return Policy</a>
<b>Shipped from NJ, USA - Tracking #: 1Z039AF21202067244</b>			
<input type="checkbox"/>	1	HITACHI Deskstar P7K500 HDP725050GLA360 (0A35415) 500GB 7200 RPM SATA 3.0Gb/s 3.5" Internal Hard Drive - OEM Item #: N82E16822145215	\$64.99
			<a href="#">30 Day Return Policy</a>
<input type="checkbox"/>	1	LITE-ON 20X DVD±R DVD Burner Black SATA Model iHAS120-04 - OEM Item #: N82E16827106263	\$23.99
			<a href="#">--Standard Return Policy</a>
<b>Shipped from TN, USA - Tracking #: 1ZR4149E0307044823, 1ZR4149E0307043057, 1Z04WF350325495131</b>			
<input type="checkbox"/>	1	Shuttle SN68SG2 AMD Socket AM2 AMD Athlon 64 / Athlon 64 X2 / Sempron NVIDIA GeForce 7025 Barebone - Retail Item #: N82E16856101038	\$194.99
			<a href="#">30 Day Return Policy</a>
<input type="checkbox"/>	1	Logitech S-220 17 Watts 2.1 Multimedia Speaker System - OEM Item #: N82E16836121014	\$20.99
			<a href="#">--Standard Return Policy</a>
<input type="checkbox"/>	1	OCZ Gold Series 2GB (2 x 1GB) 240-Pin DDR2 SDRAM DDR2 667 (PC2 5400) Dual Channel Kit Desktop Memory Model OCZ26672048ELGEGXT-K - Retail Item #: N82E16820227078	\$40.99
			<a href="#">--Memory (Modules, USB) Return Policy</a> For Tech support call: 408 986 8400 or email support@ocztechnology.com
<input type="checkbox"/>	1	AMD Athlon 64 X2 5000 Brisbane 2.6GHz Socket AM2 65W Dual-Core Processor Model ADO5000DOBOX - Retail Item #: N82E16819103211	\$66.00
			<a href="#">--Processors (CPUs) Return Policy</a> For Retail AMD processor, please call 408 749-3060 for service after first 30 days. For OEM AMD processor, we will service for 30 days only. Please verify the Processor matches your order Prior To installation. IMPORTANT: Always pack your CPU well for return. We will refuse your RMA if we received it as DAMAGED!
<input type="checkbox"/>	1	Microsoft Basic Black 3 Buttons 1 x Wheel USB Wired Optical Mouse Single package - OEM Item #: N82E16826105091	\$8.99
			<a href="#">--Standard Return Policy</a> Please Note CD keys are listed on the outside of the plastic wrap accompanying your product.
<input type="checkbox"/>	1	Hanns.G HW-191APB Black 19" 5ms Widescreen LCD Monitor - Retail	\$154.99

<input type="checkbox"/>		Item #: N82E16824254023	
			[LCD] Limited Non-Refundable 30-Day Return Policy
<input type="checkbox"/>	1	Logitech Deluxe 250 Black USB Wired Standard Keyboard - OEM Item #: N82E16823126013	\$6.99
			--Standard Return Policy
Click here to obtain a detailed listing of your packages and their contents.			
			Subtotal \$637.91
			Tax \$0.00
			UPS 3 DAYS \$59.01
			Order Total \$696.92
<a href="#">Add Selected to Cart</a>			

## Return Policies

### 1. Manufacturer Warranty

#### a. Summary

i.

- Return for refund within: non-refundable
- Return for replacement within: non-replaceable

#### b. Detail

- i. Newegg.com does not offer any express warranties. However, many of the products available through Newegg.com are covered by Manufacturers' Warranties. If a product is covered by a manufacturer's warranty, it will be stated on that product's web page. Manufacturers' warranty details are typically available at the manufacturer's website; click [Contact Manufacturers](#) to see a list of the manufacturers whose items we carry. Detailed manufacturer warranty information can also be obtained for free by contacting our [Customer Service](#) department. Please note that products in this category are **non-refundable** unless otherwise indicated.

Products that state "*This item can be returned to the product manufacturer only*" must be returned directly to the product manufacturer for repair or replacement, unless otherwise required by law. For these items, the warranty policy provided by the product manufacturer explicitly requires that any returns, repairs etc. be requested and processed directly by the consumer (or "end-user") of the item.

### 2. --Mail In Rebate Policy

#### a. Summary

- i. Products missing UPC codes or serial numbers from the box are NOT returnable.

#### b. Detail

- i. Products offering mail-in rebates are not returnable to Newegg.com once the rebates have been filed. Be sure that the product is functional and that you intend to keep the product before sending in for your rebate. Products missing UPC codes or serial numbers from the box are NOT returnable. Only the product manufacturer can replace any defective item missing the UPC code.

### 3. 30 Day Return Policy

#### a. Summary

i.

- Return for refund within: 30 days
- Return for replacement within: 30 days

#### b. Detail

- i. This is our Detailed Limited 30-Day Return Policy. Items covered by this policy (products for which Newegg.com states "*This item may be returned for a replacement or refund within 30 days only*") must be returned to Newegg.com within **30 days** of the invoice date for this policy to apply. Additional coverage, if any, is provided solely by the product's [manufacturer](#) (as indicated by such manufacturer).

### 4. --Processors (CPUs) Return Policy

#### a. Summary

i.

- Return for refund within: 7 days
- Return for replacement within: 30 days

#### b. Detail

- i. This is our Detailed Processor (CPU) Return Policy. Physically damaged CPUs cannot be returned to Newegg.com.

Improper installation of CPU fans and/or improper clocking may cause CPUs to chip. CPUs that are chipped, burnt or have bent/broken pins are considered physically damaged and cannot be returned for refund or

replacement. Physical damage includes (but is not limited to) improper handling and any other type of damage sustained by irregular use.

Newegg.com encounters bent pins regularly when inspecting physically damaged CPUs. Forcing a processor into position will not solve an installation problem and may void your Newegg.com return policy. Buyers requesting a refund may have to pay a 15% restocking fee. Newegg.com will not cross-ship replacement CPUs.

5. --Standard Return Policy

a. Summary

i.

- Return for refund within: 30 days
- Return for replacement within: 1 year

b. Detail

- i. This is our Detailed Standard Return Policy. Unless another return policy is indicated, products sold by Newegg.com are covered by this Standard Return Policy. Merchandise under this Standard Return Policy may be returned a) within 30 days of the original invoice date for a refund, or b) within one year of the original invoice date for a replacement of the same item. All returns require an RMA (Return Merchandise Authorization) number. All items returned for a refund are subject to a 15% restocking fee. Many manufacturers offer additional factory coverage. With regard to such, you should contact the manufacturer of your item directly for information regarding eligibility and specific Terms and Conditions.

6. --Memory (Modules, USB) Return Policy

a. Summary

i.

- Return for refund within: 30 days
- Return for replacement within: 90 days

b. Detail

- i. This is our Detailed Memory (Modules, USB) Return Policy. The following conditions are not acceptable for return, and will result in your RMA being returned to you:

- Physically damaged Memory cannot be returned to Newegg.com.
- Modules that are missing the manufacturer label containing model number and part number
- Modules that are missing the manufacturer warranty label
- Modules that include a manufacturer-applied heat spreader, but have had the heat spreader removed
- "Kit" Modules (which contain 2 or more memory modules packaged together) that are not returned as complete set
- USB Drives, Thumb Drives, Flash Memory, or any related product that is returned without the cap or protective casing

All items returned for a refund are subject to a 15% restocking fee.

Many manufacturers offer additional factory coverage. With regard to such, you should contact the manufacturer of your item directly for information regarding eligibility and specific Terms and Conditions.

Memory Products offering mail-in rebates are not returnable to Newegg.com once the rebates have been filed. Be sure that the product is functional and that you intend to keep the product before sending in for your rebate. Products missing UPC codes or serial numbers from the box are NOT returnable. Only the product manufacturer can replace any defective item missing the UPC code.

7. [LCD] Limited Non-Refundable 30-Day Return Policy

a. Summary

i.

- Return for refund within: non-refundable
- Return for replacement within: 30 days
- There must be a minimum of 8 dead pixels to declare an LCD display defective and eligible for return.

b. Detail

- i. This is our detailed [LCD Monitor] Limited Non-Refundable 30-Day Return Policy. Products that state "This item is covered by Newegg.com's Non-Refundable 30-Day Return Policy", or items labeled as "Non-refundable" (or similar labeling) must be returned to Newegg.com within **30 days** of the invoice date for this policy to apply. Products covered by this return policy may only be returned for a replacement of the same item.

Newegg.com sells many products such as Notebooks and Monitors that feature LCD (Liquid Crystal Display) screens. Newegg.com adheres to the dead-pixel policy that is observed by the majority of our manufacturers. In order to declare any product with an LCD screen "defective" and eligible for replacement or refund through any applicable Newegg.com Return Policy, there must be a minimum of 8 (eight) dead LCD pixels.

**Thank you for shopping at Newegg.com!** Please take a moment to tell us about your shopping experience. Your comments help us to continually improve Newegg.com, and are much appreciated.

