

## Return Policy

Products returned under Warranty follow a different return process. Please contact Pulcro.io customer service for warranty claims and instructions on how to proceed with a replacement or repair under the warranty terms.

Pulcro.io, LLC (referred here within as Pulcro.io) values its relationship with you and offers you the option to return most products purchased directly from Pulcro.io. More details below.

1. This policy does not permit returns from commercial customers who made their purchase by issuing a Purchase Order to Pulcro.io, LLC (inclusive of online purchase orders) or on payment terms.
2. For all eligible purchases, our return policy is 30 days from the date of your invoice, unless you have a separate agreement with Pulcro.io. You must initiate the return within this time. If approved, you will receive a credit return authorization (CRA) number from Pulcro.io. Some exclusions apply as outlined below.
  - a. Pulcro.io sometimes offers promotions that extend the return period for a specific product. If you buy a product from Pulcro.io that qualifies for such a promotion, your return rights and obligations might be different.
  - b. All sales for items purchased marked as Refurbished are final and are excluded from this policy.
3. For approved returns, Pulcro.io will refund or credit the actual price you paid. Your refund or credit voucher will be reduced by the cost of shipping and handling fees, any applicable restocking fees (described later in this policy), or both. View more details on restocking fees below.
4. Any product returned to Pulcro.io without a CRA number from Pulcro.io will be considered an unauthorized return, and you will not receive a refund or credit for the product and Pulcro.io will not ship the product back to you. It will be up to you to make arrangements for the return shipment of unauthorized returns pending Pulcro.io's approval.
5. Return the products in their original packaging, in as-new condition, along with any media, documentation and any other items that were included in your original shipment. 'As-new' refers to products that show no signs of wear, with all original components, accessories, and packaging intact, free of scratches, dents, or damage. Returns without original packaging may be subject to an additional restocking fee or rejection based on the condition of the returned product and its eligibility for resale.

6. Ship your return in time for us to receive it within 30 days of authorization or your refund or credit may be reduced or eliminated.
7. Special conditions apply for products purchased in a bundle or during a promotion. See “Promotional Items” section below.
8. For all purchases not made directly from Pulcro.io, please check the return policy of the location from which you purchased your product.
9. For returns that are not due to defects or errors on Pulcro.io's part, you are responsible for covering the return shipping costs, with applicable insurance coverage for damage and theft, unless specified otherwise. For defective products, you may request an exchange instead of a refund. Pulcro.io will ship replacement items free of charge for approved returns of defective items.
10. All returns must be made in the same country in which the purchase was made. For international returns, all products must be returned to the original point of purchase. For international returns, you are responsible for shipping costs, any applicable duties, taxes, and customs fees. Pulcro.io is not liable for any additional charges incurred during the return process.
11. Refunds will be issued for returns initiated within 30 days unless otherwise specified. Store credit vouchers may be issued for promotional, bundle items or any approved returns after 30 days, excluding returns returned under warranty with a confirmed defect. Refunds are applied to the original payment method, while store credit vouchers can be used for future purchases at Pulcro.io subject within 12 months of issuance.
12. This policy is in affect and applies to all sales made on or after October 6<sup>th</sup>, 2024. Pulcro.io reserves the right to make modifications to this policy from time to time at its discretion.

## Exclusions:

1. You cannot return software at any time, unless the software you are authorized to return is:
  - a. An operating system or application that Pulcro.io installed on a returnable product that you are returning within that product’s return period.
  - b. Software on physical media such as a DVD or CD that you have not opened or removed from its sealed package.
  - c. Software delivered electronically for which you have not accepted the license agreement or other applicable terms.
2. Products that are not eligible for return at any time include:
  - a. Non-Pulcro.io branded software products
  - b. Gift Cards (except where required by law)

- c. Customized products
  - d. Volume licenses - unless you have specifically agreed otherwise in your written agreement with Pulcro.io, there is no right of return for software purchased under any type of volume license arrangement.
3. Pulcro.io reserves the right to deny any returns in circumstances involving repeated returns, violation of the Pulcro.io Terms of Sale, or other impermissible activity.

## Re-stocking Fees:

For approved returns initiated within the time period specified in this policy, Pulcro.io will provide return shipping labels at no cost to you and will not charge a re-stocking fee if:

1. the product you are returning is defective.
2. you have to return a product because Pulcro.io made an error.

For all other permitted returns, Pulcro.io may charge a re-stocking fee of 20% of the actual price you paid for the product providing the item is return in an “as-new” condition as mentioned in Line 5 of the Return Policy above. That price does not include shipping and handling or sales tax. Typically, we deduct any re-stocking fee from the amount of your refund or credit voucher.

A restocking fee of up to 100% of the product value may apply if the product is returned with significant damage, is missing components, is not the component that was initially sold (i.e. missing/damaged serial numbers) or shows clear signs of use. This fee is determined based on the condition of the returned item and the potential impact on its resale value.

## Promotional Items:

Refunds or credits for a product you purchased in a bundle or during a promotion can get a little complicated. Depending on the promotion, Pulcro.io may deduct the value of the discount, promotional item or redeemed card from any refund or credit you receive for the return of the purchased item. Examples of these kinds of discounts and promotions include:

“Buy a Mini PC and get a gift card.”

If you return the Mini PC but already spent the money on the gift card, Pulcro.io may reduce your refund or credit voucher by the value of the gift card.

Pulcro.io KernelCoins (reward points) are also returned, with a few exceptions:

1. If Pulcro.io KernelCoins were used as a payment type for a purchase you're returning, then your Pulcro.io KernelCoin account will be credited the amount of Pulcro.io KernelCoins you used for your returned purchase subject to any restocking fee.

If Pulcro.io KernelCoins were awarded for a purchase that you're returning, then Pulcro.io will deduct the rewards amount you received for the product you are returning from your Pulcro.io Rewards account balance.

For partial returns of bundled items, Pulcro.io will refund the difference between the bundle price and the individual price of the items kept, adjusted for any promotions or discounts applied at purchase.

### After you get a credit return authorization (CRA) number from Pulcro.io:

1. All products should be in as-new condition. In particular, review "A note about operating systems" at the end of this policy.
2. Back up any data you might have stored on your product and then delete it. Pulcro.io is not responsible for any data left on returned devices. Please ensure all personal data is deleted, as any loss of personal information is the sole responsibility of the customer.
3. Remove all confidential, proprietary, and personal information. Also remove any media such as flash drives, CDs, or PC cards and any cables or port devices that did not come with the product you are returning.
4. Ship all products that you are returning to Pulcro.io, and for which you received a CRA number, within 30 days of the date that Pulcro.io authorizes your return.
5. Return all products, along with all media, documentation, and other items that Pulcro.io included in your original shipment, in their original packaging.
6. If you are a commercial customer, you must ship the products at your expense. If you do not insure the shipment, you accept the risk of loss or damage during shipment.
7. Remember that for partial returns, your refund or credit may be less than the invoice or individual component price due to bundled or promotional pricing or any unadvertised discounts or concessions.
8. Also remember that Pulcro.io is not responsible for any confidential, proprietary, or personal information you leave on a returned product. We also are not responsible for lost or corrupted data, or for any damaged or lost removable media or devices you might include with your return.

## Transfer of Title:

Pulcro.io assumes title of returned products upon receipt and inspection of the product to ensure it meets the return policy conditions. If a returned product does not meet the requirements (such as being in 'as-new' condition), Pulcro.io may reject the return, and the title will remain with the customer.

For defective or warranty-covered returns, title passes to Pulcro.io once the returned product has been received and verified for defects or eligibility under the warranty.

## A note about operating systems.

Removing the factory-installed operating system to run a different operating system than what was shipped, as well as, removing key logical components, such as the recovery partition may make the product ineligible for return to Pulcro.io for a refund. It also can cause system instability and performance issues that your warranty, support, or service agreements may not cover.

## Returns Tracking

You may track your return on the carriers for which a return label was created for by entering the tracking number into their website. Some carriers that we use:

- USPS: <https://www.usps.com/>
- FedEx: <https://www.fedex.com/en-us/tracking.html>
- UPS: <https://www.ups.com/track>
- DHL: <https://www.dhl.com/>

The above links are provided for convenience and may change at the carrier's discretion. Once your return has reached our facility, you may choose to contact us at [hello@pulcro.io](mailto:hello@pulcro.io) and provide your CRA number, along with your full name and an identifiable piece of contact information (eg. Phone number, email address, return address) to receive an update.

## Refunds

1. You will be notified within 5 business days of us receiving your returned item, with an update on the status of your refund or store credit voucher. Please be advised that it may take up to 15 business days from the date the order is received back at Pulcro.io for you to get the money credited back to the original method of payment.

Banks may require an additional 3-5 business days to process any refunds posted to a credit/debit card.

2. If you have not yet received your credit voucher or refund beyond the above timeframe, please contact us at [hello@pulcro.io](mailto:hello@pulcro.io) and provide your CRA number, along with your full name and an identifiable piece of contact information (eg. Phone number, email address, return address)
3. **Pulcro.io must receive any authorized return within 30 calendar days of the date we authorize it.** Your return may be rejected and your refund/credit voucher may be reduced or eliminated if you do not ship your return in time for us to receive it within 30 days of our authorization.
4. For approved returns, Pulcro.io will refund or credit the actual price you paid. Your refund or credit voucher will be reduced by the cost of shipping and handling fees, any applicable restocking fees (described later in this policy), or both.