

# JGITTECH LLC

## HARDWARE PURCHASE, CUSTOMER-OWNED PARTS & RETURN POLICY

Last Updated: May 2026

*Customer-facing policy. Review recommended before high-stakes legal, tax, insurance, or operational reliance.*

### 1. Overview

JGittech LLC primarily provides professional IT services, subscriptions, diagnostics, repairs, configuration, cybersecurity-support, backup-support, website-support, and technology consulting. This Hardware Purchase, Customer-Owned Parts, and Return Policy applies to limited situations involving physical hardware, parts, accessories, computers, networking equipment, smart-home devices, security devices, peripherals, cabling, and similar technology products.

This policy is incorporated by reference into JGittech's customer service terms where applicable. Paid services, subscriptions, labor, appointments, remote support, emergency service, enterprise service, and billing rules are governed by the applicable JGittech Master Subscription & Services Agreement, invoice terms, authorization form, plan sheet, addendum, or written agreement.

### 2. General Rule: Customer Purchases Parts Directly

Unless JGittech agrees otherwise in writing, customers should purchase hardware, parts, accessories, software, subscriptions, warranties, and third-party products directly from the retailer, manufacturer, carrier, platform, or vendor.

JGittech may recommend products, assist with product selection, explain compatibility considerations, or help the customer complete a purchase. Time spent researching, recommending, ordering, coordinating, picking up, installing, configuring, testing, or returning products is billable service time unless JGittech agrees otherwise in writing.

Customer-purchased products are the customer's responsibility. JGittech is not responsible for retailer pricing, availability, shipping delays, return eligibility, warranty coverage, vendor support decisions, account approval, carrier approval, product defects, or third-party service quality.

### 3. Hardware Purchased by JGittech on a Customer's Behalf

At its discretion, JGittech may purchase hardware or parts on behalf of a customer when there is a limited-time sale, urgent need, availability concern, client convenience issue, or other approved business reason.

JGittech may require payment before purchase. If JGittech purchases an item before customer payment is complete, the item remains the property of JGittech LLC until the customer pays JGittech in full for the item and any related approved charges.

Unless JGittech approves a different written arrangement, the customer must reimburse JGittech before or at the service visit in which the item is delivered, installed, or made available. If the customer does not reimburse JGittech as required, JGittech may cancel the order, return the product, refuse delivery or installation, retain possession, retrieve the product where lawful, suspend service, or pursue lawful recovery of amounts owed.

If a product cannot be returned because of retailer, vendor, manufacturer, carrier, software, licensing, special-order, opened-box, installed-product, missing-packaging, damage, activation, or return-window rules, the customer remains responsible for reimbursement and any related fees or costs.

### 4. Ownership and Risk Transfer

Ownership transfers to the customer only after the hardware or part is paid in full and delivered, installed, or otherwise released to the customer. Until then, the item remains JGittech property to the extent permitted by law.

After ownership transfers, the customer is responsible for the item, including manufacturer registration, warranty claims, retailer returns, vendor subscriptions, licensing, account setup, replacement decisions, and ongoing support obligations unless a separate written JGittech service agreement says otherwise.

## **5. Customer-Owned or Customer-Supplied Hardware**

Customer-owned or customer-supplied hardware is accepted at the customer's risk. JGittech may install, configure, diagnose, or troubleshoot customer-supplied parts on a best-effort basis, but does not guarantee compatibility, quality, condition, authenticity, warranty status, performance, or return eligibility.

If a customer-supplied part is defective, incompatible, used, counterfeit, damaged, missing accessories, missing packaging, locked to an account, unsupported, or otherwise unsuitable, JGittech labor remains billable for time spent diagnosing, attempting installation, troubleshooting, documenting, or reversing work.

## **6. Returns, Exchanges, Restocking Fees, and Shipping**

Return and exchange eligibility is controlled by the applicable retailer, manufacturer, carrier, platform, or vendor. JGittech does not guarantee that any hardware, part, software, subscription, device, or accessory can be returned, exchanged, refunded, replaced, or warrantied.

Opened, installed, activated, used, special-order, clearance, refurbished, marketplace, carrier-linked, account-linked, license-linked, or missing-packaging products may be non-returnable or subject to restocking fees, shipping costs, inspection delays, refund delays, store credit only, or other third-party limitations.

The customer is responsible for restocking fees, shipping costs, return labels, missing accessories, packaging requirements, inspection outcomes, retailer deductions, vendor limits, and any other third-party return conditions unless JGittech expressly agrees otherwise in writing.

## **7. Warranties and Third-Party Product Support**

JGittech does not provide manufacturer warranties, retailer warranties, carrier warranties, platform guarantees, product guarantees, monitoring guarantees, uptime guarantees, crime-prevention guarantees, or emergency-response guarantees for third-party products.

Any warranty, replacement, refund, account credit, repair, recall, return, support, monitoring, or subscription decision is controlled by the applicable third party. JGittech may assist with warranty claims, return coordination, product support, vendor communication, account recovery, or replacement setup as billable service if accepted by JGittech.

## **8. Data, Accounts, and Device Preparation Before Return**

Before returning, exchanging, recycling, reselling, or surrendering a device, the customer is responsible for backing up data, removing personal information, signing out of accounts, disabling activation locks, removing payment cards, removing SIM/eSIM information where applicable, and confirming that important files and settings are preserved.

JGittech may assist with backup, wipe, reset, account removal, unpairing, documentation, and return preparation as billable service. JGittech is not responsible for data loss, vendor cloud retention rules, account lockouts, missed backups, or third-party handling after the device leaves JGittech's control.

## **9. Labor, Diagnostics, Subscriptions, and Service Refunds**

Hardware purchase and return rules are separate from labor and service billing rules. Labor, diagnostics, consulting, configuration, installation, travel, appointment time, subscriptions, add-ons, emergency service, enterprise service, remote support, and managed service billing are governed by the applicable JGittech Master Subscription & Services Agreement, invoice terms, appointment terms, plan sheet, authorization form, addendum, or written agreement.

Payment for labor is payment for time, expertise, diagnostics, configuration, troubleshooting, documentation, and work performed, not a guaranteed outcome. Standard service may require a 2-hour prepaid labor block, and billable labor may be calculated in 15-minute increments.

If service is completed before the prepaid labor block is fully used, unused prepaid labor is normally refunded to the original payment method unless the customer affirmatively chooses account credit in writing or JGittech approves a documented exception. Non-labor charges, parts, third-party costs, travel, tolls, parking, special-order items, processing limitations, and vendor fees may be treated separately when disclosed or documented.

## **10. Billing Disputes and Review**

If a customer believes there is a billing error, hardware issue, service defect, return concern, or reimbursement dispute, the customer should contact JGittech promptly so the matter can be reviewed.

Technicians are not authorized to negotiate billing disputes, waive fees, promise refunds, accept liability, or decide return exceptions on site. Billing disagreements, refund requests, account credits, disputed charges, and legal concerns must be directed to JGittech management. Review does not guarantee a refund, return, exchange, credit, or waiver.

## **11. Contact Information**

JGittech LLC

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