

Refund Policy

SOFTWARE

1. After purchasing the software, if you encounter a technical problem with the software, contact our Support Team with a detailed description, screenshots of the issue, and any additionally requested information. If the Support Team is unable to solve your problem within a period of 7 days, you may request a refund.
2. In rare instances and only within 30 days of purchase, if due to technical difficulties or platform incompatibilities the software will not function, we may, at our discretion, issue a refund.
3. No refunds shall be given on grounds of "we changed our mind". You have to prove that the software does not work as expected and assist us in checking the issue for you before requesting a refund.
4. Once we have ascertained that a refund need be issued to you, it can take up to 2 weeks for the amount to be credited to your account.

HARDWARE

1. If you receive an item with damage it must be reported to IT RESOURCES within 24 hours of delivery. Failure to do so warrants the receiver taking full responsibility for the item(s) affected.
2. If the original item is opened and is damaged or defective, you may exchange for the identical product only. No refund will be offered.
3. The faulty product will have to return to IT RESOURCES for an assessment. Confirmation of the fault is required before the item is repaired, replaced, or refunded. Unfortunately, we cannot send you a replacement before receiving the faulty product.
4. The product must be returned to IT RESOURCES within three days from the date of being approved for return.
5. Any returned product(s) must be returned in all of their original packaging,
6. Computer systems purchased from us come with a limited hardware warranty. This warranty covers all of the original hardware of the computer but does not cover data loss, software malfunctions, problems resulting from abuse, misuse or items missing.
7. Shipping costs will not be refunded.

Postal Address:

Office#1: IT Resources Office no 1,RS tower Main Sanam Chowk, Lehtrar road, Khanna Dak, Islamabad

Office#2: UG-30, Cantonment Shopping Mall (CSM), Near KIA Motors Rashid Minhas Road, Gulshan-e-Jamal, Karachi, Pakistan.

Helpline: 03113917777 **Website:** www.itresources.com.pk **Email:** info@itresources.com