



ADMINISTRATIVE POLICY TEMPLATE

Policy Title	Technology Connection Return Policy
Policy Subtitle/Subject	Click or tap here to enter text.
Responsible Executive(s) (RE)	Patrick Norton, Senior Vice President and Chief Operating Officer
Responsible Office(s) (RO)	Technology Connection
Primary Point of Contact from RO	Gary Dauphin, Manager of Technology Connection
Contact Information (email and phone)	gdauphin@tulane.edu/ (504) 314-2899
Date Proposed	10/8/24
Reviewed	10/31/24
Last Updated	10/31/24
Effective Date	10/31/24

☒ Permanent

☐ Temporary

1.0 POLICY STATEMENT

Tulane University's Technology Connection is committed to customer satisfaction while maintaining fair and consistent return practices. This policy outlines the conditions for returning purchased items, including refund methods, packaging requirements, and specific product considerations, to ensure a clear and efficient return process for all customers

2.0 PURPOSE AND SCOPE

The purpose of this policy is to establish clear guidelines for the return of products purchased from Tulane University's Technology Connection. It aims to ensure fair and consistent handling of returns while protecting the university's interests. This policy applies to all customers who purchase items from Technology Connection, including students, faculty,

staff, and external customers. It covers all products sold by Technology Connection, with specific provisions for certain items such as Apple Watches

3.0 APPLICABILITY OF THIS POLICY

All members of the Tulane Community.

4.0 WEBSITE ADDRESS FOR THIS POLICY

Enterprise Risk Services will add the web address of the policy after it is added to the policy library.

5.0 CONTACTS

Subject	Contact	Telephone	E-mail/Web Address
Technology Connection	Gary Dauphin, Manager of Technology Connect	(504) 314-2538	gdauphin@tulane.edu

6.0 CONTENT

- 7. Definitions
- 8. Policy and Procedures
- 9. Consequences of Violating the Policy
- 10. Appendix I: Relevant Information

7.0 DEFINITIONS

- Original Form of Payment: The method of payment used for the initial purchase transaction, such as credit card, debit card, or cash.
- Shipping and Handling Fees: Costs associated with packaging, processing, and delivering an item to the customer.
- Technology Connection: Tulane University's technology retail outlet that sells electronic devices and related products.
- Return: The act of bringing back a purchased item to Technology Connection for a refund or exchange.

- **Original Packaging:** The manufacturer's packaging in which the product was originally contained when purchased.
- **Components and Accessories:** All items that were included with the product at the time of purchase, such as cables, manuals, or additional hardware.
- **Restocking Fee:** A charge applied to certain returned items to cover the costs associated with returning the product to saleable condition.
- **Cell Plan:** A service agreement with a mobile network provider for cellular data and communication services.
- **Removable Media:** Storage devices that can be removed from a computer or other device, such as flash drives and CDs.

8.0 POLICY AND PROCEDURES

- Refunds can only be made to Original Form of Payment
- Shipping and Handling Fees are not refundable
- Only items purchased from Tulane University's Technology Connection can be returned
- Returns must be in the original packaging and contain all components and accessories
- Apple Watches must be scratch free, disconnected from cell plan, and unpaired from phone.
- Before you return any product to Technology Connection, make sure to back up your data. Remove any and all confidential, proprietary, and personal information as well as removable media such as flash drives and CD's. TC is not responsible for any confidential, proprietary, or personal information, lost or corrupted data, or damaged or lost removable media that may be included with your return.
- Technology Connection Reserves the Right to Deny Any Return Based on Inspection
- Technology Connection's return policy adheres to and is governed by the individual return policies of the product manufacturers we represent.

9.0 CONSEQUENCE OF VIOLATING THE POLICY

Violation of this policy may result in disciplinary action, up to and including termination and/or criminal prosecution.

APPENDIX I

Manufacturers Return Policy

[Return Policy 2017 October \(tulane.edu\)](https://tulane.edu/return-policy)

