

# FAQ – Computer Realm Shop

We get plenty of questions from customers before and after they order so we thought we'll compile all the frequently asked questions into one common page.

## Shipping

- How long will shipping take?  
Usually 2-3 weeks to United States and 3-6 weeks worldwide. Sometimes sooner. If you haven't received your order in 35 days (US) or 50 days (worldwide), please contact us (support@computer-realm.net)
- Can I track my shipment?  
Yes. As soon as your order is shipped, you will get a mail with a tracking ID and information on how to track your order.
- Why did my order arrive in different packages and at different times?  
Our warehouses are located in different parts of the world to be able to keep our shipping costs low (and offer free shipping) and also to make sure the products get to you as fast as possible. Sometimes the products you ordered may have been stored in warehouses in two different locations which is why you get them separately.
- Where do you ship?  
We ship internationally. We may reject certain orders due to shipping restrictions or orders considered high-risk by our payment provider, shipping provider or supplier.
- I got my tracking ID but I can't track the order. What do I do?  
It takes 2-5 days from shipping for tracking information to display. If it has been more than 5 days, please contact us – support@computer-realm.net
- I was asked to pay an extra fee when my package arrived?  
We take care of shipping costs and taxes to ship from our location to yours. But once it reaches your destination, there might be additional custom taxes and fees by your local shipping handler and/or customs. We are not responsible or aware of these costs. However, this is not a regular occurrence.

# Payment

- How do I pay for my order?

We accept all major credit and debit cards

- Is it safe?

We work with one of the most reputed and largest payment providers in the world

– <https://www.2checkout.com/>

# Refunds and Returns

- It's been a month and I haven't received my order. Can you refund my order?

Yes! Once we've confirmed that the order hasn't got to you, we'll issue a refund which will be charged back to you within a few days. Contact us – [support@computer-realm.net](mailto:support@computer-realm.net)

- My item is not as described/broken/performs poorly. I want to return the item.

We take great measures to make sure that our product descriptions and images accurately depict and describe the product. If you receive a product that doesn't match what we've advertised, it's possible a faulty item. Once we've reviewed the details, you can resend the item to us and we will send you a new product or we will refund your order.