

# FAQ Page

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## IN A NUTSHELL

### What is NeweggFlash?

NeweggFlash is an exciting new e-commerce site specializing in “flash sales” (sometimes also called “deal-of-the-day” or “daily deal” offers). We’re a new division of Newegg, Inc., which is one of the internet’s oldest and best-liked retailers.

On NeweggFlash, you’ll find tons of terrific products offered at amazing prices, each offer being made for just a limited time only. On our site, you might be able to save up to 75% or more on the products you want—but you’ll have to act fast. At NeweggFlash.com, it’s definitely the early bird who gets the worm.

## ABOUT OUR FLASH SALES

### What is a “flash sale” anyway?

A flash sale is like an ordinary product sale—but on steroids. Sometimes appearing with very little advance notice, a flash sale can offer you very popular products at extremely low prices. Especially here on NeweggFlash.com, they’re a fun way to pick up bargains that you just won’t find anywhere else.

Flash sales often last a very short amount of time, just enough to move the very limited inventory that the flash seller has on hand. In these sales, consumers are often able to snatch up incredible discounts and deals. But you have to act fast—once a sale is over, it may never be repeated again. Your chance to buy that particular product may have disappeared forever.

### Why are these prices so low?

There could be lots of reasons. Sometimes manufacturers produce too many items. Other times, retailers order many more products than they can actually sell. Sometimes a product just didn’t move off the shelves as fast as it was projected to. Or it could be last year’s model. In other cases, we’re able to get great deals from our vendors simply because we’re part of Newegg, one of the largest and best-respected retailers on the internet. There are 1001 different reasons, but they’re all good news for you. Because, ultimately, you’re the one who gets the great deals.



[JUST THE  
FAQS, MA’AM.]

-SGT. JOE FRIDAY

*DRAGNET* (CLASSIC ‘50S TV SHOW)

## Why is there a time limit on sales?

To help you decide whether or not you want to buy before we run out of inventory. On NeweggFlash, the products are so cool and the prices are so low that we run through lots and lots of product very, very fast. The time limit is there to remind you that you've got to make up your mind fast, my friend.

## Can I still buy something I want after the offer expires?

Unfortunately, no. Once a deal is over, it's over. You can try hitting us up on our [Contact Us](#) page, but there's no guarantee we'll be able to get more stock. So if you see something you like, you'd better buy it RIGHT NOW.

## GETTING HELP

### My mom doesn't have a computer. Can't she just call you and buy?

Sorry. We don't have a phone. (OK, we do have a phone. We just don't answer it.) The fact is, all our people are out all day long looking for our next batch of great deals. They're just too busy to take orders over the phone. That's what we've got all these high-speed computers for. (Come to think of it, why aren't you buying your mom a computer here on our site?)

### Who can I call if I really, really need to talk to somebody?

Most of the time, it's quickest to find the answers you need on our product pages or on a manufacturer's own website. But if you want to talk to us, check out our [Customer Service](#) page. It features 4 easy ways to reach us.

### How can I contact Customer Service?

You can reach us by [phone](#), [mail](#), [email](#), [chat](#), and even carrier pigeon. (OK, just 3 of those really work.)

But before you reach out to us, here's how you can save everybody—including yourself—a whole lot of time and trouble. You have a problem with a product, right? So here's what you need to do:

**1) Try to resolve your problem yourself right now.**

You'd be amazed how often you can find answers and help in a product's instructions. Read 'em and use 'em.

**2) Sleep on it.**

No kidding, take a break from your problem. Relax, talk a walk or a nap for a while. Come back to your product problem with a clear head and you may find the answer is obvious.

**3) Hit up the manufacturer’s website and forums.**

These places are full of experts who are just dying to share their information. 99 times out of a hundred, you’re not the first person to have a problem with a particular product. These sites are goldmines of helpful information.

**4) Google it.**

Wait, you already tried that, right? Isn’t that how you found the forums?

**5) Contact the manufacturer’s customer service.**

Almost everything you can buy from NeweggFlash comes with a warranty or guarantee. It’s usually pretty good. Get in touch with the support people at the manufacturer’s and you may find people who are willing to bend over backwards to help you. And they’re usually nice folks. Lots of times, they’ll replace your defective item fast, no problem at all.



**[THE SHIP HAS SAILED  
FOR GOOD ONCE WE SELL OUT OF AN  
ITEM (USUALLY). ]**

## Can you put a hold on an item for me?

Are you kidding? Sorry, but we can’t do holds, or layaways, or easy payments, or any of that old fashioned stuff that department stores used to do. NeweggFlash is a lean and mean discount machine. Bringing you great deals is all we do.

## Can I buy a gift certificate?

Currently, NeweggFlash doesn’t offer gift certificates. But we’re working on that and should have gift cards available soon.

## RETURNS & GUARANTEES

### What’s the return policy on the item I bought?

Rest assured, NeweggFlash offers one of the most consumer-friendly return policies in the industry. (We have to—we’re part of e-retailing giant Newegg, who absolutely insists on it.)

All of us here at NeweggFlash are committed to giving our customers complete and comprehensive protection. All the details are spelled out in our [Return Policy](#), which we invite you to read carefully. (Sure, it’s a lengthy document, but it has to be—it covers a very wide range of products.)

Because the return policy varies from product to product, we’ve summarized them for you on the individual Product Pages for the item you’re purchasing. Be sure to read the terms there carefully and [contact us](#) with any questions you may have.

## Is it true that some items can't be returned?

Yes it is. By their very nature, some items just can't be returned, refunded, credited back or exchanged, even if we wanted to. We're talking things like personal products, seasonal items and hot sellers, discontinued or hard-to-get items, technology and fashions, and so on.

We've clearly marked these items "All Sales Final" on their product pages. When you see that notice, pay extra-close attention to the product's specs and pictures. Make sure you really, really want and need the item in question before you hit that "Buy Now" button. Because we can't take it back.

The only exception to this no-returns policy is when something arrives at your door in a DOA (Damaged On Arrival) condition. In the rare event that your purchase is DOA, contact [Customer Service](#).

## Can't you make an exception to the "All Sales Final" policy?

Oh, alright. We'll make an exception just for you. In fact, we'll make two exceptions. (Just don't tell anybody, OK?)

The first exception is when our product arrives at your door in a DOA (Damaged On Arrival) condition. If your purchase is broken when it first arrives, contact [Customer Service](#). They'll be happy to make things right.

The other exception we'll make is when your product becomes defective during the term of the manufacturer's warranty period. That shouldn't happen. But if it does, get in touch with the understanding souls in our [Customer Service](#) department. They'll clue you in on this "**Inside Buyer's Secret:**"

Almost everything NeweggFlash sells comes from quality, reputable and well-established manufacturers who usually offer a guarantee or warranty on their products. They want you to be happy with their products.

Most manufacturers will be happy to fix, replace or other help you with one of their products. So if you need help, be sure to contact the company who made your product in the first place.

## What do I do if my product arrived defective?

If you are sure that your purchase was broken, incomplete or defective when you first opened the box, you can talk to helpful people through our [Customer Service](#) page.

## If I change my mind, can I get a refund?

Again, it all depends on the product, so be sure to check the Return Policy terms listed on the Product Page.

## What can I do with a purchase I don't want?

If you really can't return an item you bought, it's time to get creative. Try a little out-of-the-box thinking and you may discover that there are still a surprising number of good things you can do with it. For example, you might:

**1) Give it as a gift to a friend.**

You might be a real hero this way.

**2) Sell, sell, sell it.**

You might be able to score a profit here, since you probably paid a super-low price with us anyway.

**3) Just wait a little bit.**

Remember, you saw some real value initially in what you bought. Maybe that interest will rekindle in a day or two. We hope so, we really do.



**[WARNING: MANY OF OUR E-BLAST DEALS CAN SIMPLY BLOW YOU AWAY ]**

## WHAT TO BUY

### What kinds of products will you carry?

Almost anything you can think of, anything that people want and that we can sell at a super-low price. Think fashions, tools, housewares and jewelry. Electronics, stereos, TVs and cameras. Games, collectibles, gifts, and cookware. The list goes on and on and on.

### How can I follow what's being offered in your flash sales?

We have lots of ways to keep you informed of what's on sale and what's happening with us at NeweggFlash. Try some of these:

**1) Subscribe to our e-Blast**

Sign up on our [Subscriptions page](#) and we'll rush you updates and breaking info on our hottest new products, advance notice on upcoming sales (always a great way to snatch a bargain!) and big savings on all NeweggFlash items.

**2) Pop in to cruise NeweggFlash.com daily**

This can be a great way to start the day at the office. So many members do this that we've actually thought about maybe offering a fake Excel spreadsheet you'll be able to pop up if the boss walks by. (Although the boss is probably checking us out as well in that nice, cushy office of his/hers.)

**3) Like us on Facebook**



Read about our latest products, read reviews from other Newegg Flashers, see what sales are about to expire, and more.

#### 4) Follow us on Twitter



We've got the feed you need for savings double-speed.

#### 5) Get our RSS feed



We're more than happy to inject a little NeweggFlash into your mailbox every day.

## Do you have a NeweggFlash app?

Not yet, but coders are working on it fast. They get no more Skittles until they're done.

## Can you let me know when a particular type of product goes on sale?

The best thing for you to do is watch our e-Blast. One day soon, we may actually be able to send a "Guess-what-just-arrived?" message to your cell phone. It's a project that is at the top of our To Do list. (We've got "Clean Out Garage" down around item #37, just like you do.)

## ACCOUNT QUESTIONS

### Why do I have to sign up in order to see the deals?

Because we're a "members only" shopping site. Even though it's free and not at all hard to join, a membership requirement gives us access to newer, better products and deals at lower prices. (Kind of like joining a big box discount store, right?)

Rest assured that we never release your email address or name without your specific permission in advance. (There are laws that protect your info, you know.)

So sign in. It only takes a second. Then shop away. You could save many hundreds of dollars.

### What do I need to open an account?

Pretty much just a computer or smart phone, and a pulse. (Although it helps if you're not doing time in a federal lockup somewhere.)

Just go to our [Login](#) page and follow the prompts to get your Username (which is typically your email address) and pick out a password.

If you'd like, you can also safely store information like your shipping address and credit card info (or even multiple addresses and cards) on our check-out pages to make ordering extra easy, but that's strictly up to you.

### How safe is my information with you?

It's kept pretty darn confidential and it's locked up tight. We use the same kind of uber-security that the Pentagon uses to protect nuclear launch codes. (Actually, we're not completely sure about that last part. We use secure encryption and multiple layers of hard-core authentication

checks to make sure nobody but you can access your data. But for all we know, nuclear launch codes could be just written down on the back of an envelope somewhere.)

Check out the fine print of our [Privacy Policy](#).

## Where do I change my password?

Just go to our [Log In Assistance](#) page and pick a cool new one.

## I forgot my username. Now what?

You do that on the same [Log In Assistance](#) page as password changes. It's very simple to do.

## How do I change how you send me emails?

It's easy to subscribe or un-subscribe to our e-Blast on our [Subscriptions page](#). You'll learn about getting extra savings on NeweggFlash's hottest products, get updates on new products, discover what products are coming up, and more.

## Can I get an order history for my taxes?

Absolutely. You can see a complete record of all your purchases right here in [Your Orders](#). It will show you everything you've bought, every order that might currently be in process, and even any orders that might have been held up for one reason or another.

And if you're concerned about the taxman, try this tip. On the [Payment Method page](#), you can save the information for more than one credit card. So you could set up multiple cards, and then use one for your personal purchases, and another card for business-related ones. At the end of the year, reporting your expenses can be a snap.

You can do the same kind of thing with your shipping addresses in your [Address Book](#). It's easy to save more than one destination in your file. So you could ship personal purchases to your home, for example, and business-related ones to your work. NeweggFlash makes it simple.

## Can you bill me later? Or can I send you a check?

Sorry, we can't take checks or money orders, and we don't do billing. We just don't have the manpower for all of that. We are discount internet merchants who run a lean-and-mean operation, remember? We'll take VISA, MasterCard, American Express, Discover, and any debit card that's not linked to a shady account in the Cayman Islands. (Just kidding. We love the Caribbean, mon.)



[OUR PRICES ARE SUPER  
ROCK-BOTTOM BECAUSE WE  
DON'T HAVE THE HIGH OVERHEAD  
OF TYPICAL RETAIL STORES ]

## I don't have a credit card. Can I still buy stuff?

No credit card, no problem. Hey, we've all been through our tough times, haven't we? So here's good news: We accept PayPal, and you can probably open a PayPal account without having a credit card. Check it out. Get your PayPal. Then start shopping.

## SHIPPING & ORDER TRACKING

### Can you ship my order outside the USA?

Sorry, we're not set up to ship to Mexico, Canada or anywhere else internationally. You'll have to make your own arrangements.

### Wow! Do all NeweggFlash deals come with free shipping?

We work very, very hard to get our members free shipping on everything we carry. And it seems like we get closer to that goal every day. But the fact is, we still have some products that are priced so rock-bottom low that we need to charge for shipping separately.

However, even if shipping's extra, we dare you to compare our total prices against anybody else's. Almost always, NeweggFlash will be your best deal.

### How long does shipping usually take?

It all depends on what you buy and where you want it shipped to. Generally, standard shipping usually arrives in about 5 to 7 days (although really large items may take longer). Overnight shipping arrives the next day, provided we get your order by 11:30 AM Pacific time the day before.

### How can I track my order?

We'll send you an email notice as soon as your order ships. Other than that, you can always check on the status of your purchase on this [Your Orders](#) page. If there's a problem or a holdup that you're really worried about, check with [Customer Service](#).

### Hey, my order is missing things! What now?

OK, let's check what happened. Start by looking on this [Your Orders](#) page to make sure you ordered everything you thought you did.

Look to see if your order has been split up into two or more shipping "pages." If it has, check out the delivery information for each part of your order. It may simply have been shipped in separate bundles and the part you're missing will probably arrive very shortly.

Of course, sometimes orders do get messed up or lost in transit. Again, [Customer Service](#) is the place to start tracking down what happened.



[**GREAT DEALS** ARE  
ALL OVER NEWEGGFLASH—BUT  
YOU'VE GOT TO BE READY TO  
MOVE FAST ]



## EXTRA INFO & REVIEWS

### Where can I get help deciding on which product to buy?

With all the different brands and products on the market today, it can be very confusing to shop. That's why NeweggFlash works so hard to help you get the buying information and advice you need, when you need it.

We start by giving you the best possible Product pages we can. (You'd be amazed at how many people we have working on this—it's a small army!) So you want to start by reading the pages we have prepared for you about the product you're thinking of buying. Or go to [Contact Us](#).

### I've got something to say—where can I post my comments?

Just hit the [Feedback](#) button you'll see on the bottom right of almost any page or go to [Contact Us](#). It will help you leave your comments, thoughts, impressions, and reviews about our site, company and products. Your input can be very helpful, especially to our newer members. We really appreciate it!

## COMPANY

### How solid is NeweggFlash?

We're extremely solid, thank you very much. Yes, we're a new operation, but we're actually a division of Newegg, Inc., one of the world's biggest, oldest and most-trusted internet retailers. We're an international company with more than 1 million square feet of warehouse space in just the US alone. Practically every year, Newegg comes in at the top of consumer satisfaction surveys. And we've got close to 22 million customers. Read more at [About Us](#).

### What's your address? Where can I send you mail?

The quickest way to reach us is via email on [Contact Us](#), although the rest of our 411 is on [About Us](#).

### Any jobs available?

Hey, we're always looking for sharp people to join our team. And since you're shopping on our site, you must be smart, right? Check out our [Career Board](#) here.

**The End**