

## **Cancellations, Returns & Repairs**

We want you to be entirely happy with your purchase from us. If you change your mind after placing your order you are still able to make a cancellation, regardless of the reason, without any fee before the item is despatched.

Once despatched, if you have ordered the wrong item by mistake, we also allow you 14 days from delivery to let us know if you want to return your product(s) so long as they are unused, unopened and in the original packaging. Once opened and used the product(s) may not be eligible for return.

Please note: You are responsible for the cost of returning unwanted/cancelled items to us, and for the value of the goods if they are diminished as a result of your unnecessary handling whilst in your possession.

Upon delivery (and whilst the driver is still there) we recommend you give your product(s) box a thorough all round check as any damage needs to be reported immediately.

### **30-day right to reject**

Under the Consumer Rights Act you have a legal right to reject goods that are of unsatisfactory quality, unfit for purpose or not as described, and get a full refund - as long as you do this quickly.

This right is limited to 30 calendar days from the date you receive your product. After 30 days, you will not be legally entitled to an automatic full refund if your item develops a fault. Please refer below to our '**Repairs Process (AFTER 30 DAYS)**' policy.

**Satisfactory quality;** Goods should not be faulty or damaged when you receive them.

**Fit for purpose;** the goods should be fit for the purpose they are supplied for, as well as any specific purpose you made known to us before you agreed to buy the goods.

**As described;** the goods supplied must match any description given to you, or any models or samples shown to you at the time of purchase.

This right to a refund does not apply to products you have bought as downloads, though - such as applications. You can, however, ask for a digital product to be repaired or replaced (Reinstalled) if it develops a fault.



## **If your item arrives damaged**

PLEASE CALL US IMMEDIATELY TO REPORT DAMAGE

Over 99% of our orders arrive on time and in the same excellent condition they left our warehouse. If you notice any damage please notify us right away.

As with all new purchases, we understand that you will want to open and test your item as soon as it arrives. It's very important that you report any damaged, missing or incorrect items to us as soon as possible, preferably on the day of delivery. If this isn't possible, we consider it reasonable to check your items within 5 days, however we appreciate there can be exceptional circumstances which we would review on a case by case basis. If you do not intend to use your goods immediately, please open and inspect them before storing, Damage requests reported too late will be refused.

NOTE: Do not try to use an item if it is damaged, without calling for advice first. If you are responsible for any further physical damage to the item you will be charged - Consumers returning goods bought at a distance or off-premises will be liable for any diminished value of returned goods that results from the consumer handling the goods beyond what is necessary to check them.

## **If your item arrives faulty (Up to 30 days)**

To return faulty goods to us you first need to call our helpline or the manufacturer's helpline and obtain a fault reference number. This is to ensure the goods are actually faulty as in over 50% of cases, goods that are first thought to be faulty actually work. Often it's because the instruction books are poorly written or because the items are complicated to use that a fault is wrongly suspected. This call to the technical helpline can often resolve the issue and prevent an unnecessary return, saving you time and the returns costs should the product be found to be in full working order. We will always try to resolve an issue over the phone or remotely before organising a return.

**When you return goods to us you must:** Include all the items that you received in the original shipment including cables, manuals, CDs and packaging.

All goods are tested on return to verify the fault before a replacement or refund is processed. Any goods proven non-defective will be returned to you.



If we arrange a courier collection of your product we will specify a date for collection, however as we are unable to specify exact collection times this will require someone to be present when the courier arrives. We will only arrange one collection, therefore if you miss the courier you will be required to return the product to us at your own expense.

For many products, you can extend your warranty and support cover for up to 5 years either at the time of order or within the period of the manufacturer's warranty. Please call our customer support team to enquire about warranty extensions.

### **Repairs Process (AFTER 30 DAYS)**

If your product(s) develop a fault within the warranty period, we would prefer you contact us rather than the manufacturer. In most cases, we will arrange a collection and repair at no extra cost to yourself. You have to give us one opportunity to repair any goods or digital content, which are of faulty.

Please be aware that sending products to the original manufacturer does add an additional layer of administration to the repair process and ultimately increases the overall repair time. We do however strive to complete all repairs within 21 days of receipt.

Your warranty excludes: faults caused by misuse and/or deliberate damage, normal wear and tear, modification, neglect or accidental damage. Batteries and other perishable or consumable items are also excluded.

Any warranties exist in addition to your legal rights as a consumer.