



Our Returns Procedure

Introduction

This returns policy must be read in conjunction with our Terms and Conditions, which may be subject to change from time to time.

Hardware is no longer required

If you would like to return your hardware because it does not meet your requirements, we operate a no obligation returns policy for unwanted, unopened equipment if returned within 7 days of purchase.

Please attach a covering statement which should include your order number, customer account number and login, with a brief explanation of your reason for returning the hardware.

Damaged or faulty hardware

If the hardware arrives damaged, or a fault occurs during the 30 day warranty period, please contact the relevant Technical Support Team for further assistance. The Technical Support Team will then take you through a diagnostic process to determine the hardware fault.

Should a fault be detected within our warranty period we will arrange for replacement hardware to be sent to you free of charge, together with a returns bag for you to return the faulty equipment to us free of charge.

Please ensure that the faulty equipment is returned in its original packaging and includes a covering statement detailing the reference number assigned to your fault.

If a fault is detected after the 30 days warranty has expired please contact the hardware manufacturer directly for details of their warranty agreement.