

RETURN / REFUND POLICY

(as at May 2018)

Please read the following return/refund policy before purchasing products from our website

POLICY AGREEMENT

- By purchasing from our online store, you are agreeing to our terms and conditions outlined below. If you have any questions in regards to this, please call our number and we will be more than happy to assist you.

CHANGE OF MIND

- PLEASE CHOOSE CAREFULLY. We do not offer refunds for change of mind, however we will be happy to exchange the product, (less postage and handling). The product will need to be in a re-sellable condition. (The package must not be damaged, all accessories and manuals included)
- We do not accept returns for change of mind due to product unsuitability. We will be happy to assist with any questions you have in regards to our products prior to purchase.

REFUNDS

- We reserve the right to investigate any issue with the product & the condition of the product before offering a refund or exchange. This may result in us refusing a refund or exchange.
- We have a 14 day refund policy, from date of purchase.
- A refund will only be given if the product has a major fault or does not function as intended by the description.

- You will need your proof of purchase, the original packaging, all accessories and manuals supplied with the product.
- The product will need to be in re-sellable condition.
- Refunds will be given via credit card or direct debit only.
- **PLEASE NOTE:** Refunds will not be given for postage & handling.
- Refunds will not be given for:
 - Software
 - Memory Cards
 - Power Adaptors
- If there is a product that we import for you for a once off, there is no refund available on this product if you change your mind.

FAULTY ITEMS

- If the product is deemed faulty by our assistance, we are able to offer you a brand new replacement free of charge or a refund.

OPERATING ASSISTANCE

- If you are experiencing any issues with operating a product you have purchased, please do not hesitate to call us to work this out.
- **PLEASE NOTE:** we do not refund for operational failure. If we cannot fix the issue over the phone, we will need you to send the product back to us for further investigation.