

# Returns Policy

June 2016



At **Hands Free Computing Ltd** we want you to be delighted with every purchase. However, we accept that sometimes you may want to return or replace items because they are faulty, we have supplied the wrong item, you have chosen the incorrect item yourself or simply changed your mind.

## **We offer a standard 30 day refund or replace policy**

### **Goods are faulty on arrival**

If you find that your goods are faulty on arrival, then you are entitled to a repair, replacement or a refund. Please note that some goods may be too costly to repair, so where this is the case, then we will give you a replacement or a refund.

### **Goods become faulty during use**

If your goods become faulty after delivery, we strongly recommend that you contact the manufacturer directly for a warranty repair or replacement. This is often the quickest way to have a fault resolved. For example, in some cases manufacturers provide a special full on-site service and/or telephone help facilities for your convenience. Alternatively, you can contact us directly if the goods do not conform to the contract made between us.

As above, some goods may be too costly to repair, so where this is the case, we may provide you with a replacement or a refund, according to the manufacturer's warranty.

### **Goods damaged on arrival**

If you discover that your goods are visibly damaged on arrival, you should either write on the delivery note that the packaging is damaged, or refuse to accept the delivery. **Please also contact us within 48 hours by phone on 0845 899 0880** (or 01444 836110) with details of the damage. Once the damaged goods have been received back into our warehouse, we will replace them. In most cases, where goods are being returned to us due to damage on arrival, a repair is simply not practicable.

### **Goods not as ordered**

If you receive goods from us that differ from what you have ordered, then you must notify us as soon as possible on **0845 899 0880** (or 01444 836110). You should avoid opening any items if it is clear from the outside that the item is incorrect.

### **Goods or order duplicated**

In the event that that your order or goods have been duplicated by mistake, then please notify us as soon as possible on **0845 899 0880** (or 01444 836110).

### **If you have simply changed your mind**

If you have ordered goods from us, but then simply decided that you wish to cancel your order, you are entitled to do so and have any money that you have paid to us refunded, provided that:

- the goods have not been in your possession for more than 21 working days after the day on which you received the goods ('working day' means all days other than Saturdays, Sundays and public holidays); and
- you tell us in writing by contacting us and explaining that you wish to cancel your order.

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You must take reasonable care of the goods whilst they are in your possession. In particular this means you must:

- (a) Not open shrink-wrapped or blister pack products or break any manufacturers' seals
- (b) load software onto any computer
- (c) return in good condition all packaging, manuals, cables and other items supplied by us with the goods
- (d) **Return the goods to us in a condition which enables us to resell them as new** or to return them to the supplier

You will receive a refund via your original payment method as soon as reasonably practicable, but no later than 30 days after the cancellation of your order has been received by us in writing.

If we collect the goods from you, we may charge you for the cost of collection (and we may deduct this from your refund).

We can usually accept the return of any items as long as the product is returned in its original packaging and is in an **unused condition**. You should ensure that software, computer peripherals, DVD, audio and video products should have unopened packaging and/or seals (unless of course the item was faulty!). **If it has been opened, damaged, used, installed and or registered (if software) or not returned to us before 30 days have elapsed then we cannot provide a refund to you.**

### How do I get a refund or a replacement item?

To receive the refund or a replacement for a faulty item or incorrectly sent item, you should contact us on **0845 899 0880** (or 01444 836110) or by sending us an e-mail to [enquiries@hand-free.co.uk](mailto:enquiries@hand-free.co.uk) and asking to return and/or replace an item. You will need the following information to confirm a returned item.

- The name of the product(s) you are returning
- The date of purchase
- The reason why you are returning the item
- Whether you require a refund or a replacement item
- Your contact information (Name, full postal address, E-mail & telephone number)

We will then confirm whether the item can be returned for a full refund and/or a replacement and provide you with a **Returns Form**.

**You must enclose a completed Returns Form with the item/s you are returning.**

Send your item/s to **Hands Free Computing Ltd, The Courtyard, Holmsted Farm, Staplefield Road, Cuckfield RH17 5JF.**

**Failure to provide a copy of the original invoice (or appropriate proof of purchase) will result in no refund or replacement being issued.**

If an item is returned to us which is stated as being faulty but after testing it is found not to be defective, then we may return the item to you and not issue you with a refund.

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If any items have been opened, damaged (other than a faulty item), used or in the case of software - installed and/or registered, or not returned to us before 30 days have elapsed then we cannot provide a refund or replacement to you.

You will be fully refunded, including return of the delivery costs for the UK and proof of posting for Europe, for any product, that is damaged, faulty or incorrectly shipped or any circumstance that is our error.

In the event that Hands Free Computing reasonably considers that the goods are damaged during carriage, handling and/or sorting due to insufficient or improper protective packaging by you, then Hands Free Computing shall not be liable for any loss and/or damage to those goods and shall be entitled to reject any goods that do not meet the criteria laid out above. If we have cause to reject any goods, then we shall return those goods to you.

**For your protection, we recommend that you use a recorded-delivery service** where a signature is required upon delivery. Please note that you will be responsible for the costs of returning the goods to us unless we delivered the item to you in error or the item is faulty. If we do not receive the item(s) back from you, we may arrange for collection of the item(s) from you at your cost. If non-faulty returned goods are not shipped back to Hands Free Computing Ltd using a recorded delivery service and do not arrive at Hands Free Computing Ltd, then we cannot guarantee that it will be able to provide you with a credit for those items.

Your rights to return goods are protected under the EU Distance Selling Directive which can be found at <http://www.hmsso.gov.uk/si/si2000/20002334.htm>

**IMPORTANT - Desktop PC's, laptops, netbooks & PDA's** – These cannot be returned to HFC for a refund or replacement if they have been opened and used and/or software loaded onto them (unless the item is faulty). HFC can only accept laptops and PC's if they are completely unused and are in their original packaging in order that they can be returned to the supplier. HFC recommends that anyone ordering these items ensure that the item is suitable prior to ordering and that **no attempt** is made to use the item if they feel it is not what they required or expected.