

## **TechReady Return Policy**

At TechReady we want you to be delighted every time you shop with us. Accordingly, we know you might wish to make an occasional return – and we aim to make the return process as pleasant as possible. Here is what you need to know.

**All items sold by TechReady have a 15 day money back guarantee – unless otherwise noted at the time of purchase – or if the item is software that has been opened.**

Certain conditions must be met in order to qualify for returning a product:

1. You have contacted us within 15 days of our sending the product to you (based on your invoice date)
2. You have obtained a Return Authorisation Number from us by calling 020 8532 6138 – or emailing us at [sales@techready.co.uk](mailto:sales@techready.co.uk)
3. The product is returned in original packaging - with all original documents and accessories included – **PLEASE DO NOT WRITE ON OR DEFACE THE PACKAGING** as we will have to charge you for this resource
4. You will incur the cost of return shipment\* as well as the original cost of shipment to you. We suggest you use a traceable and insured form of carriage as we cannot assume responsibility for lost shipments.
5. Software items that have been opened do not qualify for return status
6. Damaged goods, or goods whose packaging and documentation inserts are returned damaged or incomplete, may, at our discretion, be subject to repair charges. This fee is typically 5-25% the value of the item depending on the amount of time and materials necessary for us to remedy the situation and abide by our manufacturer's guidelines for returns. Unreasonably damaged goods may not be accepted for return processing at all – and the sender will have the choice of either having the goods returned to them or not.

**TechReady will process your credit when the item is received by our warehouse.** Please allow up to two billing cycles for the credit to appear on your credit card statement – or 21 business days to receive a cheque as reimbursement.

**TechReady will reimburse you in the same form as payment received at the time of purchase.** That is, if you paid using a credit card, we will reimburse you via credit card credit transaction. If you paid using cash or cheque, we will reimburse you with a cheque.

**TechReady will reimburse you equal to the base amount you paid for the item.**

\* Please note that we will typically incur carriage charges if you received damaged or defective merchandise. If you wish to replace a damaged or defective item, please contact TechReady to replace the order.

Should you have any enquiries regarding the TechReady Return Policy, or about your possible return, please contact us today at 020 8532 6138 or at [sales@techready.co.uk](mailto:sales@techready.co.uk).

As always, we thank you for your custom!