

Returns Policy

10th August 2019

VoIP Gear appreciate that sometimes goods can go faulty, and we will attempt to remedy the problem. Many customers attempt to return incomplete goods or return goods that are not faulty. Therefore, the following policies are in place to ensure fairness.

Please ensure that you have booked the RMA against the serial number on the device and not the serial number on the box.

Once you have read and understood our returns policy you may request an RMA number: returns@voipgear.co.uk

Returns Policy

	Working product in brand new condition and in original packaging	Working product but marked, or incomplete	Faulty product but otherwise in brand new condition	Faulty product and marked, incomplete or not in its original packaging
Product returned within 14 days of receipt	You are entitled to a full refund.	Any reimbursement is entirely at our discretion.	You can return the item to us and we can give you a refund, credit note or replacement.	You are entitled to a replacement.
Product returned more than 14 days after receipt, but within the manufacturer's warranty	At our discretion we may issue you with a credit note.	Any reimbursement is entirely at our discretion.	You are entitled to a replacement.	You are entitled to a replacement.
The item is outside of the manufacturer's warranty	We cannot offer refunds on items of this age.	We cannot offer refunds on items of this age.	Unfortunately we cannot replace items of this age. We may offer a repair service.	Unfortunately we cannot replace items of this age.

Returns Procedure

- **You must contact VoIP Gear for authorisation before returning any goods. A VoIP Gear engineer will discuss the problems with you and decide what is the best action to take.**
- Please email returns@voipgear.co.uk to request an RMA number. You will be contacted by a member of the VoIP Gear technical team.
- All products should be returned to: VoIP Gear, 97 Bowen Court, St Asaph Business Park, St Asaph, LL17 0JE.

Returns Conditions

- **VoIP Gear will only accept products that are in a "Returnable Condition".** Products must be returned to us with all items included in the original sale including manuals, cables, disks and any free software items. Any goods returned for credit or replacement must be in original product packaging in a suitable condition- no writing or stickers on the manufacturers box and packed securely inside an outer box.
- Where VoIP Gear arranges collection of goods, it is still the responsibility of the customer to ensure that the goods are securely packaged and with VoIP Gear's address clearly labelled on the outside of the outer box.
- Returned products must be adequately wrapped to prevent damage during transit with the RMA number or end user details clearly marked on the outside of the package. It would help us to speedily process your return if you also enclosed a detailed note of the fault.
- VoIP Gear does not accept liability for packages damaged during transit and proof of postage is not proof of delivery. All goods returned remain your responsibility until signed for by ourselves. You are therefore strongly advised to send your package by recorded delivery, registered post or courier, and maintain sufficient insurance to cover the value of the goods. The cost of return carriage is to be borne by the end user, unless being returned under the terms of a DoA unit.
- On receipt of the package, the product will be tested against the stated fault (if any). Tested products found to be in full working order will be returned to the end user. VoIP Gear reserves the right to charge 50% of the equipment cost for testing and handling.

- Your right to cancel does not extend to business. You have the right to return goods collected from us within 14 days, returns are subject to a 15% handling charge. With the exception of faulty items, which are subject to a full refund or exchange.
- An item's warranty period starts on the date of despatch.
- For products beyond the manufacturer's warranty period, VoIP Gear may accept faulty units for repair but the full cost of repairs, handling and postage is to be end user's responsibility.
- Refunds will not be given for goods that are not faulty or where the operator is not able to use the product properly - you are expected to ensure that the product is suitable before purchase and that you have the skills to install and use the product.
- Where a product is out of warranty, then we may choose to offer a repair service.
- This warranty does not apply to any unit that has been subject to neglect, accident, abuse, misuse, misapplication, incorrect connection or that has been subject to repair or alteration not authorised or undertaken by VoIP Gear personnel.
- Any refund or replacement is entirely at the discretion of VoIP Gear Communications Ltd. If you would like to request a return, please email returns@voipgear.co.uk
- Please note that for hygiene reasons, we are unable to accept returns of headsets unless they are faulty.