

Appendix – VisionTrack Customer Returns Policy

Direct Customer Online Terms and Conditions

Here at VisionTrack we like to put our customers' needs first, with this being our first priority we offer several options to return items.

Return items for Credit/Refund

We have all made purchases that sometimes need to be returned for a Credit/Refund, you may cancel your purchase and return the goods to us as long as:

- You contact us within 7 days from the date of delivery of the goods by calling us on 01246 225 745, lines open 09:00 - 17:00 Monday - Friday
- You send the Goods back with a Returns Authorisation Form within 14 days of you contacting us to notify us that you are returning your goods
- The Goods are returned in an unused condition and all packing is as new

We will happily exchange the goods for other items and adjust the cost accordingly. All returns are to be sent to VisionTrack at the buyers own cost and risk, please use a courier service or recorded delivery if available.

The following exclusions apply to the refund policy stated above:

- Goods that are received by VisionTrack after the time period stated above but within 30 days will need to be authorised by a Senior Manager.
- Goods returned to VisionTrack after 30 days from the date of delivery will not qualify for a refund.
- Goods that are not in their original packaging and condition are subject to a restocking charge, at the current restocking rate, at VisionTrack's discretion. You can obtain our current restocking charge by calling us on 01246 225 745, lines open 09:00 - 17:00 Monday – Friday.

Faulty Product

Despite our best efforts and our robust quality control processes, occasionally things go wrong, and our Products develop a fault. If this happens during your Warranty period VisionTrack offers you 2 services options:

Replacement

This process requires you to call our technical support team on [01246 223152](tel:01246223152). During the call our technicians will attempt to resolve the issue or fault. If the fault cannot be resolved during the call, we will issue you with a Returns Authorisation Form.

Please return the goods to the below address at your cost ensuring that you enclose the Returns Authorisation Form. We will notify you once we have received your returned goods. We aim to replace faulty Products within 3 to 5 working days of receipt. All returns are to be sent to VisionTrack at the buyers own cost and risk, please use a courier service or recorded delivery if available.

Advanced Replacement

We understand that sometimes you will need the new item sent out to you before you can send us back the faulty goods. In these instances, we can process your return in one of 2 ways:

- Payment in advance: Payment will need to be taken from a credit or debit card, or by bank transfer.
- Payment on account: If you have a credit account with us, we can process the new goods on the credit account. You will need to return the faulty goods with the Returns Authorisation Form, once we have received this, we will credit the payment back to a credit or debit card, or your bank.

Open Box (Used), Ex-Demo Items and Special-order items

Please note used, ex-demo and special-order items may be excluded from our standard guarantee and returns policy. If this is the case, you will be informed at the time of ordering and details of the exclusion will be shown on your invoice.

Shipping notes

The Returns Authorisation Number must be clearly marked on the outer packaging of the goods you return. A copy of your Returns Authorisation Form must also be sent with the goods, any goods returned without an Authorisation Number or copy invoice will not be accepted.

All returns are to be sent to VisionTrack at the buyers own cost and risk. The cost of returns to VisionTrack is not covered by our product warranty. Replaced Goods that are being sent to customers will be sent carriage free to UK addresses only.

TO NOTE: All support provided by VisionTrack is based in the UK and is conducted in English. Support Services are provided during UK Business Hours. All manuals and instructions will be issued in English.