



#### Returned Goods Policy:

In the unlikely event of your Intarace system developing a fault, please visit the technical section of this website and follow any instructions appropriate to your equipment, Before commencing the Returns Procedure. If the problem persists you must inform Ideastoreality Ltd immediately. Your system or part thereof is normally covered by a 12 month warranty (6 months for batteries) from date of receipt by the customer. This does not apply to goods intended for everyday consumption ie batteries. It is entirely at the company's discretion whether a repair or replacement is carried out. Please allow approximately 14 days for repairs.

#### RMA:

A Return Merchandise Authorisation or Return Material Authorisation (RMA) is a transaction whereby the recipient of a product arranges to return goods to have the product examined, repaired or replaced or in order to receive a refund or credit for another product. In practice, an RMA should only be completed after the customer has visited this website's technical help section.

#### Procedure:

All returns must accompanied by a Return Merchandise Authorization form to identify your shipment when it arrives. We will not accept returns in any other format and any received without identification will be quarantined for a period of 6 months after which it will be disposed of without further notification.

All refund items must be returned within 7 days, if possible in their original factory condition and in their original packages with all factory-supplied paperwork, packing materials, etc. Please keep all cartons and box inserts if returning products.

The customer must take all reasonable steps to ensure that the packaging is suitable to prevent any damage in transit. In the case of numerous items being returned in one consignment all items should be individually packed to prevent damage in transit and easy access by engineers to check contents when delivered.

The cost of returning and appropriately insuring the goods until satisfactory receipt by us will be borne by the customer and it is the customers responsibility to ensure the safe return of goods.

All returns must be shipped prepaid and insured in the event they are damaged in transit. Goods lost, or arriving to us damaged, it will be refused and returned to the customer to file a damage claim with the shipper.

Do not write on the factory cartons themselves.

Returned or exchanged merchandise outside the 14 day distance selling "cooling off" period may be subject to a 25% restocking charge.

A Customised order item (e.g. items manufactured to integrate with other equipment) are not returnable for any reason unless faulty.

Important - Overseas Returns:

If you are sending back goods from outside the UK, Make sure your parcel is marked as "Returned Goods" or "Faulty Goods for Repair" Failure to do this will result in UK Customs attempting to charge us Import costs which are not due as we have not Imported the goods from you.

We will have to reject delivery and the goods will be returned to you.

Return Fees:

Genuine faults occurring within the warranty period, will be processed FREE OF CHARGE. On receipt of equipment outside the 14 day distance selling "cooling off" period, proven to be non-faulty, or equipment that has been incorrectly maintained or assembled by the customer we reserve the right to charge

A MINIMUM of £10.00 per item to a MAXIMUM of £25.00 per item for labour and examination costs.

All non-faulty returns will also be subject to an additional £6.75 return postage charge.

Any charges must be paid in full before the equipment is released back to the customer. In the event that the customer does not agree to pay the charges for examination, repair, or return postage, the items will be stored in quarantine for a period of 6 months at a charge of £10 per week after which they will be disposed of without further contact with the customer.

Advanced Replacement Policy:

We appreciate that on rare occasions it is inconvenient to be without your equipment whilst undergoing our returns procedures. In the event that the customer requests an advanced replacement of their equipment (or part thereof) we would consider an advanced replacement under the following circumstances.

The customer provides current credit card details and accepts that there will be a change for postage and packing.

The customer agrees to return the original equipment within 5 working days from receipt of replacement goods.

The customer agrees that if goods are not returned within the agreed period a charge of the full retail cost will be made against their card.

Upon receipt and examination of the original returned goods, if they are found to be genuinely faulty, a refund will be duly authorised as per Company Policy.

#### Restocking Fee

There will be a 25% restocking fee on merchandise returned outside the 14 day distance selling "cooling off" period for any reason other than a product defect or damage.

Once you place your order, processing begins immediately. Changing or cancelling your order may not always be possible. However, we will try to accommodate any changes that need to be made before shipping occurs.

If your order arrives damaged, we want you to refuse any merchandise that is damaged. Please contact us immediately for assistance if this occurs!

Shipments refused or not collected for any reason other than as stated above and subsequently returned to us will be subject to any additional shipping charges, and an administration charge of £10.00. We will contact the customer and arrange a further delivery, with the customer paying the additional charge.

Used headsets cannot be restocked due to Health and Safety and possible contamination of earpieces and microphones. Headsets and Earpieces are destroyed.

#### Refund Policy

Any refunds within or outside the 14 day distance selling "cooling off" period MUST be requested in writing.

Ideastoreality Ltd reserves the right to refuse or accept any refund requests outside the 14 day distance selling "cooling off" period and any such decisions are subject to the Company's discretion.

Used headsets will not be subject to a refund unless faulty due to health and safety and possible contamination of earpieces and microphones. Headsets are destroyed.

There will be no refund on custom made equipment specifically made on request of customers unless faulty.

Upon examination, any goods received for refund that are damaged or defaced in any way will be subject to the appropriate charge to return the item to saleable condition.

Refunds requested outside the 14 day distance selling “cooling off” period, if accepted, may also be subject to a 25% administration / restocking fee plus the original charge for postage and packing. Goods must be received by us within 7 days.

Refunds will be processed as soon as possible, but please allow a maximum of 30 days. No allowance for fluctuating exchange rates will be made. All refunds will be based upon the G.B pounds sterling payment received at the time of the original order.

These details form part, but are not the exclusive extent of your contract with Ideastoreality Ltd which is governed under English Law. Your Statutory rights as a consumer are unaffected.

If you have any questions or complaints regarding the company these can be addressed to Ideastoreality Ltd on the “Contact” pages.

#### Complaints:

The company will endeavour to acknowledge written complaints within 5 working days. The time it takes to reach a complete resolution will be governed by the nature and complexity of the issue.