

RETURNS AND REFUNDS POLICY

Thank you for your order, if you are not entirely satisfied with your purchase, we're here to help.

Due to the set-up of devices on school networks and other customisation that takes place to prepare the device for use at school, once delivery has been made, and as provided for in the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, we are unable to accept returns other than for a faulty or damaged products.

Cancelling an order

All orders placed on the store may be cancelled at any time for a full refund **up to the point of delivery** and if you decide to cancel an order that has not yet been delivered, please call or email our support desk on support@edutech.zone / 0203 393 8735 and let us know you would like a refund or exchange.

Returning damaged or faulty device

You can arrange a refund or exchange over the phone or by email.

We want you to be absolutely satisfied with your device and would recommend that, where possible you unpack and check it for damage as soon as it arrives. **When delivery is made directly to your School the IT department will inspect the device before handing it over to the student.**

If you receive a damaged device please call or email our support desk as soon as the damage is discovered on support@edutech.zone / 0203 393 8735 and we'll arrange an exchange or refund as soon as possible.