

## RETURNS AND REFUNDS POLICY

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

### **Returning your products**

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

### **Damaged products**

We want you to be absolutely satisfied with your product 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 product, please call or email our support desk as soon as the damage is discovered on [support@edutech.zone](mailto:support@edutech.zone) / 0203 393 8735 and we'll arrange an exchange or refund as soon as possible.

### **Unwanted products**

Please call or email our support desk on [support@edutech.zone](mailto:support@edutech.zone) / 0203 393 8735 to arrange collection.

An unwanted product can be returned for a full refund within 21 days of delivery as long as it's still in its original, unopened packaging. This returns policy for unopened goods is in addition to your statutory rights and applies to purchases made online or over the phone.

Separately to the 21-day policy above, and in accordance with the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations, when you purchase goods online or over the phone, unwanted items can be returned even if you have opened them for inspection provided you let us know within 14 calendar days from the day after delivery.

Once you have told us you want to return an item, you should do so without delay and not later than 14 days from the day on which you informed us of your decision to cancel the order.

**You can examine the goods as you would in a store but to obtain a full refund you must not start using them or input any data/software on to any device. The goods must be returned in 'as new' condition and in their original packaging.**

Once we have received the goods back from you, we will give you a refund. If we didn't arrange to collect the goods from you we will also refund your cost of returning the goods to us (except for the additional costs arising if you selected a type of delivery other than the least expensive type of standard delivery offered by us).

**Please note:** We may make a deduction or charge a restocking fee for any loss in value of the goods if the loss is a result of any unnecessary handling by you.

**Cancelling an order**

If you choose to cancel an order that has not yet been delivered, please call or email our support desk on [support@edutech.zone](mailto:support@edutech.zone) / 0203 393 8735 and let us know you would like a refund or exchange.

**Contact us**

If you have any questions about our Returns and Refunds Policy, please contact us:

**E:** [support@edutech.zone](mailto:support@edutech.zone)

**T:** 0203 393 8735