



**TADLEY COMPUTERS**

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[www.tadleycomputers.com](http://www.tadleycomputers.com)

## Our Return Policy

### 7 Day Return Policy

We guarantee your complete satisfaction for 7 days after your purchase. We allow you to return almost any product for any reason. When returning a product, you can request an identical replacement item, exchange the product for another product, or request a refund. When procedures are followed, there are no restocking fees.

### 28 Day Return Policy

You can return any product within 28 days of purchase if they are defective or damaged. When returning a product, you can request an identical replacement item, exchange the product for another product, or request a refund. When procedures are followed, there are no restocking fees. After 28 days from the purchase, please contact the manufacturer directly, if the product is found to be defective.

### How do you return a product?

Please bring the product together with a receipt to our shop. Please be honest about the reason, this will just help us process your exchange, replacement, or refund more quickly.

### Exceptions to Our Return Policy

Products that match the following categories can only be returned for replacement if they are defective or damaged, or only for exchange or refund if they are still sealed:

- Copyrighted materials cannot be returned once opened due to copyright law. This includes software (which may also include software bundled with hardware), videotapes, DVDs, sample libraries, style disks, and books.
- Blank media cannot be returned once opened due to the possibility they have been used. This includes cassettes, open reel tape, ADAT, DAT, CD, DVD, MiniDisc, removable memory cards, and hard drives.
- Disposable products cannot be returned once opened. This includes ink cartridges, cleaning supplies and care products
- Personal use items that are used at your mouth or in your ear cannot be returned once opened due to health laws. This includes all microphones, ear plugs, and in-ear earphones.
- Gift certificates cannot be returned.

Specially ordered products cannot be returned. We can source and order specially for you many items, which we normally do not stock in our shop. In such cases we require an advance payment (full amount) at the time of placing the order.

**Please note that such specially ordered items cannot be returned.**

Our return policy is very generous, but these exceptions are necessary; please consider them when making your purchase. If there are any questions as to whether an item is included in the list of exceptions before you buy, please speak to the engineer first.

### When do we charge restocking fees?

Rarely. We can only accept items that are returned without signs of wear and tear and with all of the original contents and packaging. Wear and tear refers to any damage that was not present when the merchandise was purchased - rack mounting damage, scratches, dents, etc. Contents consists of any included parts and accessories, as well as the warranty card and manual without user's notes or markings. Packaging includes all inner and outer packaging, complete with the original barcode affixed.

Items not returned in the condition described here may be subject to restocking fees (minimum 15% of the purchase price, as determined by our cost of replacing the missing items including a processing fee for this labour-intensive process) or refusal of the return. Larger items and items that we ship directly from our vendors can be subject to a minimum 30% restocking fee.

These conditions apply to all returns regardless of the reason for the return. A restocking fee will be charged for any item that is returned in damaged condition.