

RETURNS, REFUNDS, CANCELLATIONS AND FAULTY GOODS

WARRANTY

All Hardware products sold by Resolutions are covered by a 2 (Two) Year Warranty unless otherwise specifically stated (see below). In the event of a failure of a Digital Light Filtering Systems Dongle, it must be sent back to Resolutions for replacement unless otherwise stated. The cost of returning an item to Resolutions is at the customer's expense. We will replace a **faulty** Dongle within two years of purchase - on receipt of the Dongle from the original purchaser along with proof of purchase. The 'original purchaser' is a customer who has purchased the System directly from Resolutions and not through a Third Party. Resolutions do not accept Dongles back from the customers of Third Parties/Resellers. Please be aware that if you have purchased through a reseller you need to contact the reseller with regard to their policy. Resolutions will cover the cost of replacing and sending back the replacement dongle, if the original was found to be faulty. The replacement dongle will be sent to the customer's designated address.

Warranty coverage is void on all System Dongles that show signs of being tampered with, altered, damaged, hacked, cracked, soldered, pieces removed, or such like.

RESOLUTIONS' 28 DAY MONEY BACK GUARANTEE

Resolutions provide all customers who purchase their digital light filtering Systems directly from Resolutions, a 28 Day Money Back Guarantee starting on the date that they receive their **first** System i.e. the date that the System is delivered and signed for. Resolutions' 28 day return policy does not apply to subsequent Systems ordered by existing customers as they have already seen and tested the Systems. Systems purchased from resellers or third parties are not offered the 28 Day Money Back Guarantee. The customer should contact the reseller/person they purchased the System from, to see what their returns policy is.

All refunds are minus any shipping, Credit Card, PayPal or Bank Transfer charges incurred.

There is a £50 administration fee charged to the customer for all returned systems.

Customers **MUST** return their System to Resolutions prior to any refund being issued.

All returns for refund are subject to the inspection criteria below. Items failing the inspection will not be refunded.

REFUND POLICY

Once the returned goods have been received by us we will issue the relevant refund within 30 days. Goods must be returned in the same condition as despatched. Cost of return delivery to Resolutions is the customer's liability.

RETURNS POLICY

Unless otherwise specified, we will accept returns by the original purchaser for a £50 administration fee (excluding shipping charges and insurance) within 28 days of the purchase date provided the Terms and Conditions of Resolutions' Return Policy are met. The 'original purchaser' is a customer who has purchased the System directly from Resolutions and not through a Third Party or Reseller. (Third Parties/Resellers may have their own Returns Policy for which Resolutions take no responsibility).

If the System being returned received a special promotional price, this is the amount that will be refunded, less any applicable restocking fees. Refunds are applied to the original payment method only. Shipping fees and insurance are not refundable.

In the event that a return shipment of a System Dongle – sent for return consideration - is received by us improperly packaged, altered or physically damaged, return consideration will be immediately denied and Resolutions Return Policy will not be honoured.

ALL ITEMS WILL BE INSPECTED AND TESTED UPON RECEIPT

Any discrepancies including, but not limited to the following list will result in the package being returned to the customer and credit or replacement will NOT be issued. Original shipping costs, return shipping costs, proof of delivery, risk of loss, and insurance coverage related with returning the product are the responsibility of the customer. Returns will NOT be accepted unless Resolutions has been given prior notice that the System is being returned. Please email enquiries@resolutions.org.uk to let us know that your System is being returned.

Warranty coverage is void on all System Dongles that show signs of being tampered with, altered, damaged, hacked, cracked, soldered, pieces removed, or such like. The manufacturer reserves the right to deny Return requests as well as the right to contact you prior to authorising your Return request for more information or during a Return transaction.

Resolutions strongly recommends that you **fully** insure the package you are returning to us. **This is for your protection** - in case the package is lost or damaged in-transit. We suggest using a shipping service that offers tracking numbers so you can provide "proof of delivery" when requested. Shipping charges associated with the return are the sole responsibility of the customer and are non-refundable.

INSPECTION CRITERIA

The following Inspection Criteria will be utilised in determining rejected returns and refused defective product processing:

1. Products not properly packaged or returned in non-qualified shipping container (such as newspaper-wrapped boxes).
2. Packages showing signs of label tampering or counterfeiting or switching.
3. Products with non-matching serial numbers. We maintain a serial number database for all products sold and this database is used when matching products to the invoice for customers.
4. Products showing signs of DAMAGE such as cracks, dents, scratches, defacement or abuse, re-soldering or hacked components.

LOST DONGLES

Resolutions regret that they are unable to replace a **lost** dongle. We recommend that customers keep their dongles safe at all times and to insure the System in case of loss.

CANCELLATION

Under the United Kingdom's Distance Selling Regulations, you have the right to cancel the contract for the purchase of any System within a period of 7 working days, beginning with the day after the day on which the item is delivered.

To cancel this contract, you must inform us by email, enquiries@resolutions.org.uk, pack the relevant item securely, include your name address and a copy of proof of purchase and send it to us at:

Resolutions, Meadowcroft, Scoulton, Norwich, Norfolk NR9 4AQ. UK so that we receive it within 14 working days after the day of the date that the item was delivered to you.

For your protection, we recommend that you use a recorded-delivery service. Please note that you will be responsible for the costs of returning the goods to us. If we do not receive the item back from you we may arrange for collection of the item from your address/residence at your cost. When we receive notice of your cancellation of this order, we will refund the relevant part of the purchase price for that item minus any shipping, Credit Card, PayPal or Bank Transfer charges incurred by us, within 30 days. (See Refund Policy above).

If you have any questions about our products, how to pay, refunds, or your order please email us at enquiries@resolutions.org.uk.

Resolutions Support Team replies to inquiries in the order they are received. Normal reply time is less than 24 hours.

Normal office Hours are: Monday to Friday from 9:00a.m. 5:00p.m. GMT (excludes Holidays). Please note there may be delays during Holiday times.