



# Returns Policy

**Revision 2**

**24th May 2018**

## **(1) Introduction**

We understand that from time to time you may wish to return a product to us.

We have created this 30-day returns policy to enable you to return products to us in appropriate circumstances.

This returns policy applies to customers in England and Wales / irrespective of your geographical location.

This policy does not affect any statutory rights you may have (such as consumer rights under the Consumer Protection (Distance Selling) Regulations 2000).

## **(2) Returns**

Where you have no other legal right to return a product and receive a refund or exchange, then you will nonetheless be entitled to return a product to us where:

- (a) we receive the returned product within 30 days following the date of delivery of the product;
- (b) the returned product is unused, in its original unopened packaging (with any seal or shrink-wrap intact), with any labels still attached, and otherwise in a condition enabling us to sell the product as new;
- (c) you comply with the returns procedure set out below; and
- (d) none of the exclusions set out below apply.

## **(3) Returns procedure**

In order to take advantage of your rights under this returns policy, you must: either telephone or email the office and complete the Return Merchandise Authorisation (RMA) form to obtain your Return Merchandise Authorisation (RMA) number. The RMA number must be clearly identified within the packaging.

Products returned under this policy must be sent by recorded delivery to:

Ecl-ips  
Waterside House  
The Courtyard  
Harris Business Park  
Stoke Prior  
Bromsgrove  
Worcestershire  
B60 4DJ

You will be responsible for paying postage costs associated with returns under this policy.

## **(4) Exclusions**

The following kinds of products may not be returned under this policy:

- (a) food, drink and any other products liable to deteriorate within the period set out in Section 1 and 2 above;

- (b) DVDs, CDs and other audio or video or audio-visual recordings;
- (c) computer software (whether on CD-ROM, DVD-ROM or otherwise);
- (d) newspapers, periodicals, magazines or similar products;
- (e) any product made to your specification;
- (f) any product made to order;
- (g) any product personalised or adapted for you;
- (h) gift vouchers.

## **(5) Refunds**

We will give you a refund for the full price of any product properly returned by you in accordance with the terms of this returns policy ([including / excluding] the original delivery charges and [including / excluding] the costs of returning the product to us).

We will usually refund any money received from you using the same method originally used by you to pay for your purchase.

We will process the refund due to you as soon as possible and, in any event, within 30 days following the day we received your returned product.

## **(6) Improper returns**

Where you return a product in contravention of this policy (and where you do not have any other legal right to return the product):

- (a) we will not refund or exchange the product;
- (b) we may retain the returned product until you pay to us such additional amount as we may charge for re-delivery of the returned product; and
- (c) if we do not receive payment of such additional amount within 14 days of issuing a request for payment, we may destroy or otherwise dispose of the returned product in our sole discretion without any liability to you.

## **(7) About us**

Our full name is Educonnect Limited and we trade as Ecl-ips.

Our registered office is Waterside House, The Courtyard, Harris Business Park, Stoke Prior, Bromsgrove, Worcestershire, B60 4DJ and our principal trading address is Waterside House, The Courtyard, Harris Business Park, Stoke Prior, Bromsgrove, Worcestershire, B60 4DJ.

Our company registration number is 04534023.

Our email address is [accounts@ecl-ips.com](mailto:accounts@ecl-ips.com)

Our VAT number is GB 800 6064 74.