

HWSS

RETURN & REFUND POLICY

Updated April 2020

This Return & Refund Policy only applies to products and services supplied directly by us. Where any product or service is supplied by a business where we are an affiliate then please refer to their respective Return & Refund Policy.

This Policy is Governed by UK Law.

All smart watch/smart device purchases:

14 day cooling-off period, the right to change your mind to purchase, applies.

In addition to your Statutory Consumer Rights the following also applies:

30 Day No Quibble Return & Exchange or Return & Refund*;

12 Month Factory Warranty (*except accessories*)*;

*All items must be returned in their original packaging to an address supplied by us;

*Customers are responsible for the cost of returning any item(s);

*If the Exchange option is chosen a new product will be dispatched once the returned item(s) have been received and verified;

*If the Refund option is chosen this will be repaid into the account / card from where it originated once the returned item(s) have been received and verified.

If you experience any issues beyond the 30 day period please get in touch so that we can determine whether it falls within the scope of the 12 month Warranty or if there is another solution.

All enquiries to bob@hwss.co.uk

We are here to help.