

## Return & Refund Policy Out of Box Failure Policy

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### Return & Refund Policy

Thank you for purchasing goods from RadioTrade Limited. If you are not entirely satisfied with your purchase, then the following terms for return and refund will apply.

#### Returns

You have 14 calendar days to return an item from the date you received it. To be eligible for a return, your item must be:

- Unused and in the same condition that you received it.
- Your item must be in the original packaging.
- The packaging must be undamaged and all stickers and serial number labels in place. For radios shipped in bulk packaging – please ensure the serial number label is returned with the radio.
- Batteries and accessory connectors must not have markings on contacts to show they are new and unused.
- The equipment must be returned in a protective cardboard box to prevent damage to the equipment boxes.
- Please mark the outside of the protective box with RETURNS, Company Name and PO number.
- Prior to return, please contact RadioTrade Customer Services to discuss and authorise the shipment. Once authorised, please complete the on-line Customer Returns Form.

Returns may be refused if the above criteria is not met, or for the additional following reasons:

- Audio accessories cannot be returned for credit if they have been removed from packaging and tested. This is for hygiene reasons.
- Non-standard products that have been ordered for specific requirements may be refused return if their resale is considered to be improbable.

RadioTrade reserve the right to apply a 20% admin charge for returned products.

#### Refunds

Once we receive your item(s) back, we will inspect them and notify you of the outcome by email. If your return is approved, we will initiate a refund to your account. You will receive the credit within 3-5 days. Credit card refunds may take slightly longer depending on your card issuer's policies.

If on return the goods are inspected and found to not meet the returns criteria, then a credit will not be due and you will be notified with details of the discrepancy.

RadioTrade will then return the goods to you at RadioTrade's cost.

## Out of Box Failure Policy

An out of box failure should be reported to RadioTrade within 5 working days of receipt of goods. Goods must be returned in original boxes/packaging with serial numbers and original labels. Any correspondence should be marked with the original PO number that the goods were purchased on. Please return to RadioTrade and mark the outside of the box **Returns: Out of Box Failure**. Please complete the on-line Repair Form and send with the goods.

As soon as the equipment has been received by RadioTrade, it will be checked and verified. For any out of box failure that is returned in a 'Not New' condition and this includes product and packaging, then a replacement cannot be issued. The returned item will then follow the standard warranty repair process.

## Replacement Orders

Once the faulty equipment has been received and confirmed as an out of box failure, Customer Services will raise a new chargeable order. This will be despatched within 24 hours of receipt of the faulty goods as long as stock is available. If stock is not available, Customer Services will advise on delivery dates. A credit will be raised on your account for the returned faulty unit.

If an advance replacement order is required, prior to the return of any equipment, a chargeable order can be raised and despatched. When the faulty equipment is returned to RadioTrade it will be checked to verify it is an out of box failure. If confirmed as an out of box failure, a credit will be raised. In the event that the returned equipment is not an out of box failure and a replacement order has already been sent, a credit will not be raised and the original equipment will be returned to you.

## Shipping

You will be responsible for paying for your own shipping costs for returning your item(s). Shipping costs are non-refundable.

## Contact Us

If you have any questions on how to return your item to us, then please call 01256 406050 and speak to RadioTrade Customer Services.