

## **Adaptavate Limited**

### **Returns policy and procedure**

#### **Right to Change Your Mind**

If you purchased our products as a consumer, please see our Consumer Supplement at <https://adaptavate.com/terms-conditions> for your statutory rights to change your mind.

Otherwise, except where there are Quality Issues (see below), we only accept the return of products if we are paid the following amounts:

1. An amount equal to the costs incurred by us in delivering the products;
2. An amount equal to the costs incurred by us in collecting the products;
3. A restocking fee equal to 20 percent of the price of the products;
4. The price of products which are found upon receipt by us to be non-resaleable (whether damaged in transit or not).

At our option, any or all of the above will be debited to your account or invoiced to you. Accordingly, where the products have been delivered direct to your end customer, you are advised to collect appropriate sums from the end customer prior to collection.

#### **Quality Issues**

If you think that your product is not in accordance with any promises that we have given to you by way of our standard terms and conditions, please contact our Customer Services Team:

by e-mail: [info@adaptavate.com](mailto:info@adaptavate.com)

by telephone at: +44 (0)1453 827800

by post to: Adaptavate, Unit 7, Vertex Park North, Oakwood Drive, Emersons Green, Bristol, BS16 7LB

We may ask to examine the product and/or for you to return the product to our place of business at your cost.

If the product does not meet our high standards, we will either offer you a full refund or an exchange.

This does not affect your statutory rights.

#### **Receiving your refund**

We will issue all refunds using your original payment method. If you originally paid for a product by debit or credit card, a refund will be issued to the same card used for payment.

**January 2024**