

PC BROS LTD Refund Policy

At PC BROS LTD, we are dedicated to ensuring that our customers receive products of the highest quality and standard. Our refund policy is designed to provide clarity on the circumstances under which refunds and exchanges are offered.

Exchanges and Refunds:

1. Eligibility for Exchange or Refund:

- Products may be eligible for refund under the following circumstances:
 - The product is faulty, defective, or damaged upon receipt.
 - The product does not match the description provided at the time of purchase.
- Products may be eligible for Exchange under the following circumstances:
 - The customer wishes to return the product for reasons other than those mentioned above, such as change of mind or incorrect purchase.

2. Timeframe for Exchanges and Refunds:

- Customers must notify PC BROS LTD of their intention to request an exchange or refund within 14 days of receipt of the product.
- The exchange or refund request must be accompanied by proof of purchase, such as a sales receipt or order confirmation.

3. Conditions for Exchange or Refund:

- Products eligible for exchange or refund must be in their original packaging, unused, and in resalable condition.
- Any accessories, manuals, or promotional items included with the original purchase must also be returned.

4. Process for Exchange or Refund:

- To initiate an exchange or refund, customers should contact our customer service team at [contact email/phone number].
- Our customer service team will guide customers through the process, providing instructions for returning the product and selecting a replacement item or issuing a refund.

5. **Resolution for Faulty or Damaged Products:**

- In cases where a product is faulty, defective, or damaged, customers may choose to receive either a replacement item or a full refund, including any shipping costs incurred.
- If a replacement item is not available, customers will automatically be issued a refund.

6. Exclusions from Exchange or Refund:

- Certain products may be excluded from our exchange or refund policy, such as software licenses, digital downloads, or personalized/customized items.
- Products that have been tampered with, modified, or damaged due to misuse or neglect are not eligible for exchange or refund.

Legal Rights:

This refund policy is in accordance with UK consumer law, which grants consumers certain rights regarding the return of faulty or misrepresented goods. Our policy does not affect your statutory rights as a consumer.

Contact Us:

If you have any questions or concerns regarding our refund policy or need assistance with an exchange or refund, please contact our customer service team at [contact email/phone number]. We are here to assist you and ensure that you have a positive experience with PC BROS LTD.

Policy Updates:

PC BROS LTD reserves the right to update or modify this refund policy at any time without prior notice. Any changes to the policy will be communicated to customers via our website or other appropriate channels.

Last Updated: [28/05/2024]

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PC BROS LTD