

Liberator Product Returns Form

****THIS FORM DOES NOT CONSTITUTE ACCEPTANCE OR AN AGREEMENT FOR ANY ITEMS REQUESTED FOR RETURN UNLESS AN AUTHORISATION NUMBER HAS BEEN ISSUED.****

****This form is not to be used for Prentke Romich (PRC) communication aids or the ChatPC. For these devices please call our Customer Support Helpline. ****

Important Information to READ BEFORE RETURNING ANY GOODS:

- If you have a battery- operated device, please check the batteries to ensure they are new and properly installed.
- Any of our products that are switch adapted will only work with "mono" adapters and won't work with "stereo" adapters.



- Always refer to the Trouble Shooting tips in your User Manual.

Instructions for Returning Goods:

1. Please review our Warranty, Refunds, and Returns information overleaf before sending anything back to us.
2. Complete this form and fax to 0845 2261155 or email to returns@liberator.co.uk, ensuring that either the order number or Invoice number fields are complete.
3. A Returns Number will be raised and you will be informed via phone, e-mail or fax of the RA number. We will also inform you of any courier collections to be arranged by Liberator if the item exceeds 2kg.
4. For those based in the UK, you may use our freepost address to return items weighing up to 2kg. The package should be clearly labelled:

**FREEPOST
Liberator Limited**

5. The item must be returned with a completed Liberator Product Returns Form.
6. We will issue a credit/refund or exchange within 14 days of receiving your form and product, or will contact you if this is not possible (e.g. if the item is out of stock)

PLEASE PRINT CLEARLY

Contact name		
Position		
Organisation		
Address		
	Post code	
Telephone number	Mobile	
Email	Date purchased	
Liberators Invoice number	Liberators Order Number	

Name of Product being returned				
Reason for return	Received defective	<input type="checkbox"/>	Incorrect Item Sent	<input type="checkbox"/>
	Does not meet needs (Within 30day Sale or Return period)	<input type="checkbox"/>	Incorrect Item ordered	<input type="checkbox"/>
	Item broken (Outside 30day Sale or Return period)	<input type="checkbox"/>		
Returns Authorisation Number				
Description of fault (comments)				

My preference * is product repaired product replaced refund / credit note

I have read the warranty and returns policy overleaf

Signature _____ Date: ____/____/____

Product Warranties, Returns & Refunds Policy

RETURNS POLICY

30-day returns guarantee

Liberator Limited offers a 30-day returns guarantee that covers the following:

- ❑ **If for any reason you are unhappy with your purchase** - You may return an item back to us in its original condition and its original, undamaged packaging, in a saleable condition, along with a copy of your invoice within 30 days of the date you received the item and we will issue a full refund for the price you paid for the item. If we find that the product has not been returned to us in fully re-saleable condition, we reserve the right to refuse a refund on the item, or deduct up to 20% of the original selling price from the refund amount.
- ❑ **If we have sent you an incorrect item(s)** – If we send you an item you did not order, you may return the 'incorrect' item for exchange with the 'correct' item.

14-day returns guarantee

Liberator Limited offer a 14-day returns guarantee for items received defective:

- ❑ **If your goods are received defective** – In the unlikely event that we send you a defective item, you may return it to us for a full refund or an exchange within 14 days (see below) of the date of your invoice. By defective, we are referring to manufacturing faults and not accidental damage.

Return an item for Repair

If you are returning an item for repair within its warranty period for manufacturing defect, we will repair or replace the item. For items out of the warranty period repair fees will be charged at a minimum cost of £45.00 plus postage/delivery cost of sending the repaired item back to you. Please note that there may be extra charges for parts, additional labour and postage. All accidental damage repairs are chargeable.

Returning Software

If for any reason you are unhappy with software purchased from us, you may return it to us in its original condition within 30 days of the date you received it, unopened (with any seals and shrink wrap intact) and we will issue an exchange full refund for the price you paid for the software. We will not process any software returned to us if it has been opened.

**** No item may be returned without a returns number. In the event of Liberator sending you a replacement for a damaged, defective or incorrect item, you must return the original item to Liberator within 30 days of being issued with a returns number. If you fail to return the original item to us by the end of the 30-day period, we reserve the right to charge an amount equal to the price of your original order to the payment card you used for the order. **Our Returns Policy in no way affects your statutory rights******

REFUNDS POLICY

Prior to issuing a refund, we will need to have received the unwanted item back to us. When you send your item back to us, or if we collect your item we will process the returned item and send you a credit note. Liberator will also refund in the same form of payment originally used for purchase if requested.

Items returned because they are damaged, defective or incorrect

If you are returning an item because of an error on our part or, in accordance with our returns policy, because it is damaged or defective, we will refund the delivery charges incurred in sending the item to you and pay your costs of returning it to us (either via a pre-paid return label, or by refunding your return postage costs). Liberator will check all items returned as damaged or defective. In the event we find no fault, we reserve the right to recover our fees and expenses from you.

Items returned within the 30-day sale or return period

You may return certain items within a 30-day period. Where you are withdrawing from your purchase within this period and there has been no error on our part, we will refund the cost of the item but not the cost of delivery of the item to you. We will not refund your costs in returning the item to us and other services provided to you in connection with your purchase unless you return the item to us because of an error on our part or because it is defective.

**** Our Refunds Policy in no way affects your statutory rights****

WARRANTY POLICY

Main Communication Aids

PRC communication aids, SpringBoard Lite, Vantage Lite, Vanguard, and ECO2 come with 1 year's warranty that covers both manufacturing and accidental damage, but not loss of the device. The ChatPC comes with 1 year's warranty for manufacturing defect but not accidental damage or loss. Please see our LibCover warranty leaflets for further information on what is covered.

All Other Products

All other products including switches, low-end communication aids, learning aids, independent living aids and mounts are supplied with 1 year's warranty for manufacturing defects but not accidental damage or loss.

**** Liberator will fulfil its legal obligations to repair and/or replace products. These obligations are dependent upon proper use of products & do not cover any parts of products, which have been modified or repaired without Liberator's or written, consent. Liberator may ask third party manufacturers to fulfil Liberator's and/or manufacturers legal obligations relating to the supply of that product. Liberator's obligations do not apply to the consumable items (such as overlays, batteries, etc) or if a defect is caused by an external cause such as fair wear & tear, software or hardware loaded onto or connected to product by customer where this software or hardware has not been supplied by Liberator, an accident, hazard, humidity control, electrical stress or other environmental conditions not commonly found in a safe home or office environment. ****

WASTE ELECTRICAL AND ELECTRONIC (WEEE) POLICY



If you have purchased Liberator-branded electrical or electronic products in the EU on and after August 13, 2005, and are intending to discard these products at the end of their useful life, please do not dispose of them with your other household or municipal waste. Liberator has labelled its electronic products with the WEEE label to alert our customers that products bearing this label should not be disposed of in a landfill or with municipal or household waste in the EU. Instead, please be aware that Liberator is making a return and collection system available to you for discarding these products.

If you do wish to send a product back for disposal, please go to our website, www.liberator.co.uk and complete the Liberator WEEE returns form. Further information on our WEEE policy may be found on our website or you may submit any enquiries to wEEE-dept@liberator.co.uk.