

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 Liberator's Hi-Tech communication aids. 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 Troubleshooting 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 01476 552 473 or email to returns@liberator.co.uk, ensuring that either the order number or Invoice number fields are complete.
3. A Returns Authorisation (RA) Number will be raised, and you will be informed via phone, e-mail or fax of the RA number.
4. In instances where we have sent you an incorrect or faulty item, you may use our freepost address to return items weighing up to 2kg. The package should be clearly labelled:

**FREEPOST
Liberator Limited**

*Please **do not** use this address if you have purchased an incorrect item or are returning a non-warranty item as you will be invoiced for postage!*

5. We will also inform you of any courier collections to be arranged by Liberator if the incorrect or faulty item sent by us exceeds 2kg.
6. The item must be returned with a completed Liberator Product Returns Form.
7. 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		
Liberator's Invoice number	Liberator's Order Number		

Name of Product being returned				
Reason for return	Does not meet needs (Within 30day Sale or Return period)	<input type="checkbox"/>	Incorrect Item Sent	<input type="checkbox"/>
	Item broken (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"/>	Received defective	<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 to make a deduction from the original selling price prior to issuing a refund.
- ☐ **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.

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 £95.00 which includes 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 or full refund for the price you paid for the software. We will not process any software returned to us if it has been opened.

However, if you bought digital content for download or streaming (for example, an AAC App), you have 30 days after the Order Acknowledgement, or, if earlier, until you start downloading or streaming. If we delivered the digital content to you immediately, and you agreed to this when ordering, you will not have a right to change your mind.

**** No item may be returned without a returns number. You must firstly return the original defective or incorrect item to Liberator (within 30 days of being issued with a returns number), before a replacement or refund can be issued to you. 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. If you order an incorrect item, we will not refund the cost of delivery.

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

Liberator communication aids which include the Accent and NOVA chat range are supplied with 3 years warranty. The warranty covers both manufacturing and accidental damage, but not loss of the device. Please see our LibCare 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, unless otherwise stated on marketing materials.

**** 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 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 our products 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 has 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 support website,

<http://www.liberatorsupport.com/Pages/complianceweee.htm>, to read the returns process and submit any enquiries to weee-dept@liberator.co.uk.