

TECHARY

RETURNS, REFUNDS AND REPLACEMENTS POLICY

1. Introduction

At Techary (**we, us or our**), we are committed to providing high-quality IT hardware and software solutions to our business clients. We understand that sometimes products may not meet your expectations or requirements. This Returns, Refunds and Replacements Policy (**Policy**) is designed to outline the terms on which our customers (**you or your**) can return or exchange products purchased from us.

This Policy applies to all hardware and software products sold by Techary to clients within in the UK and internationally and governs IT products supplied by any of Techary's entities. This Policy is intended to provide clear guidelines on:

- Eligibility criteria for returns and exchanges
- The process for initiating and completing a return
- Our refund and credit procedures
- Special considerations for software products
- Handling of damaged or defective items

We strive to make our returns process as straightforward and efficient as possible, ensuring minimal disruption to your business operations. However, please note that certain restrictions and conditions apply, as detailed in the following sections.

By purchasing products from Techary, you agree to the terms set forth in this Policy. This Policy is to be read in conjunction with the Techary terms and conditions relating to your purchase of the relevant product, between you and the relevant Techary entity (**Techary Terms**). In the event of any inconsistency or ambiguity in or between this Policy and the Techary Terms, the Techary Terms will prevail.

Amendments: We reserve the right to update, modify or revoke this Policy, at any time, and any changes will be communicated through our website, by email and/or by other appropriate channels (as determined by us).

Questions: If you have any questions or require clarification on any aspect of this Policy, please don't hesitate to contact our customer service team using the details at the end of this Policy.

2. Raising a query

Where you have received products from us and there is a defect, fault or a mistake with your order, you should contact us as soon as possible, and in any event, within 2 working days of delivery of the relevant product (or by such shorter period set out in the Techary Terms. Where you contact us outside of this timeframe, we cannot make any guarantees as to whether we will be able to resolve your query or to facilitate a return under this Policy.

To raise a query you will need to contact your account manager who you ordered the products from. You will need to provide the following details in your query:

- A description of the error in your order (for example a fault or defect, missing items, too many items etc.).
- Images of the fault or defect (if applicable).
- The invoice number for the order in question (if you have been issued one by us).
- A copy of the delivery note.
- A copy of the Purchase Order or order number.
- The part number (if applicable).
- The serial number (if applicable).

We need all of this information to process your query, failure to provide any of the above information will likely result in delays in resolving your query.

If you are unsure who your account manager is you can reach out to the sales operations team with the above information at sales-ops@techary.com.

3. Returning products to Techary (hardware and physical software licenses)

When we accept returns:

This section of the Policy applies to products that are hardware (such as computers, laptops, cables and routers) or physical, sealed software licences.

We are only able to accept returns of unused, unopened products (unless the product is faulty). We will not accept any change of mind returns where the product has been used or opened.

Where the product is a physical sealed software licence, unless the product is faulty, it can only be returned if the seal remains intact and the software has not been used (including downloading and installation).

Costs associated with a return:

Once your query has been investigated, and if we have requested you to return products to us, you must post the relevant product to the address we provide to you. You are responsible for the costs of returning the product to us.

Please note that returns of some products may be subject to a restocking fee. This is often a fee charged by a supplier or manufacturer of a product (over whom we have no control). If a product is subject to a restocking fee, in the event of a return, the fee and any other conditions applicable to a return will be communicated to you.

Steps required to make a return:

When returning products to us you must:

- Ensure that it includes all packaging and that packaging is undamaged (we recommend boxing the product for posting back to us, to reduce the risk of damage in transit).
- Ensure the product contains all original items including any manuals, cables and other items.
- Post the product using a tracked courier service.

- Ensure that the shipment of the product is covered by a valid insurance policy that covers the full value of the relevant product.

Where you fail to comply with the above steps, and a product is damaged during delivery to us, we may reject the return.

4. Electronic Software Licences

Where the product is a software license provided to you electronically, the product is not returnable and non-refundable, unless expressly stated otherwise in your Purchase Order form, unless the product is defective or faulty (see below).

5. Custom made to order products

Where a product is bespoke or has been customised on a customised-to-order basis (CTO) or built-to-order basis (BTO), the product is not returnable and non-refundable, unless expressly stated otherwise in your Purchase Order form, unless the product is defective or faulty (see below).

Where a product is CTO or BTO this will be clearly communicated to you when you order it.

6. Damaged, defective or faulty products

If you identify a defect, damage or fault with a product, you should contact your account manager immediately.

Where you have reported a product to us as damaged or faulty (including dead on arrival), we may request you return the product to us. We may ask for additional proof of the Fault and you agree to provide such additional proof. If we request for you to return the product to us, upon receipt of the product we will review the product and determine whether there is a fault.

Where we agree that the product is faulty, we will raise this with the product manufacturer before advising you of next steps.

Please see further details regarding the return of damaged, defective or faulty products as set out in the table below.

7. Replacement Products

If agreed between you and us and subject to the consent of the relevant manufacturer or distributor (who provided the relevant product), we will issue you with a replacement product. Where you request a replacement product before the original product has been returned to and processed by us, this constitutes a separate order and you must pay the price of the replacement product in full. Upon receipt and processing of the original product we may issue you with a refund or service credit.

8. Warranties

We act as a reseller of products, and as such, do not offer any warranties on any products we sell. If your product is subject to any warranty, this warranty will be provided by the manufacturer. The terms of the manufacturer's warranty may be set out in the Purchase Order form.

We may assist you in bringing claims under a manufacturer's warranty, but you acknowledge and agree that any definition by a manufacturer is final and binding and we have no control over such decision.

9. Detailed process

Due to the varied nature of the products we provide, our process varies depending on the product. Please see the below breakdown of our process in different circumstances.

Reason for return	Customer summary	Our process
Defective Product	If you receive a product (hardware) from us that is defective, faulty, clearly damaged or is dead on arrival (meaning it will not turn on).	Upon receiving a query from you in accordance with section 2, and receipt of the product in accordance with section 3 above, we will: <ul style="list-style-type: none">• Review the product against your query and confirm the product is defective.• Raise the query with the relevant supplier or manufacturer.• If the supplier issues us with a replacement product we will inform you and liaise with you to deliver the replacement product.• If the supplier informs us they will send an engineer to fix the product we will liaise with you to arrange this.
Manufacturer Error	If you receive a product (hardware) from us and there are items missing from the product or it fails to match the specifications of your order in some other way.	Upon receiving a query from you in accordance with section 2 and receipt of the product in accordance with section 3 above, we will: <ul style="list-style-type: none">• Review the product against your query and confirm the product is defective.• Raise the query with the relevant supplier or manufacturer.• If the supplier issues us with a replacement product we will inform you and liaise with you to deliver the replacement product.• If the supplier informs us they will send an

		<p>engineer to fix the product or deliver and install any missing parts we will liaise with you to arrange this.</p>
Product damaged in transit	<p>Where the products have arrived and they have been damaged during delivery for example visible damage to the packaging.</p>	<p>Upon receiving a query from you in accordance with section 2 and receipt of the product in accordance with section 3 above, we will:</p> <ul style="list-style-type: none"> • Review the method of delivery used. • Where we are responsible for shipping, we will notify the relevant courier service with full details of the damage. • Where a product manufacturer shipped the product directly to you, we will notify them with full details of the damage. • Once we have notified the relevant third party of damage caused in transit, we will advise you of next steps (which may include requesting further details and images of the damage).
Product Missing	<p>Where your delivery arrives but it is missing products you ordered.</p>	<p>Upon receiving a query from you in accordance with section 2, we will check whether we shipped the product or if it was shipped directly from a manufacturer.</p> <p>Where we shipped the product we will:</p> <ul style="list-style-type: none"> • Review the outbound shipment information and stock including images taken on packaging.

		<ul style="list-style-type: none"> • If we have evidence that the missing item was accounted for at the time of shipping then we will lodge an enquiry with the relevant courier and advise you of next steps. • If we cannot prove that the missing item was shipped, we will issue you with the missing item at our expense. • If we can prove the missing item was shipped and the courier can prove that the missing item was delivered, then we will notify you and no further action should be taken. <p>Where a manufacturer shipped the product to you:</p> <ul style="list-style-type: none"> • We will notify the manufacturer of the missing item and pass on all details you have provided to us. • We will work with the manufacturer to try and resolve the issue and advise you of next steps (which may include asking you to provide evidence that the Product was shipped to you such as images of delivered items, details and images of packaging and copies of delivery notes).
Wrong Product	Where your delivery arrives but the product you receive is not the product you ordered.	Upon receiving a query from you in accordance with section 2, we will:

		<ul style="list-style-type: none"> • Check the purchase order to confirm what exactly you ordered. • If we have made an error, we will arrange for the incorrect product to be collected and arrange for delivery of the correct product. • Please note we may need to order the product from a manufacturer or other distributor so we will advise you on timeframes for delivery of your product.
Over shipment – (additional products)	Where your delivery arrives but there are extra products you did not order.	<p>Upon receiving a query from you in accordance with section 2 we will:</p> <ul style="list-style-type: none"> • Check the purchase order to confirm what exactly you ordered. • If we have made an error, we will arrange for the additional products to be collected. • If you have already been charged for the additional products we will issue you with service credits for the additional products once they have been returned to us. • If the additional products were shipped to you directly by a manufacturer we will work with them to arrange the manufacturer to arrange collection.
Customer ordered products by mistake	Where you ordered the wrong product by mistake.	<p>Upon receiving a query from you in accordance with section 2 we will:</p> <ul style="list-style-type: none"> • We will notify the manufacturer we

		<p>ordered your products from. Please note we cannot guarantee that they will accept return of the products.</p> <ul style="list-style-type: none"> • Where we can accept return of the products, you may be required to pay a restocking fee.
Software licence cancellation	Where you have ordered software from us and no longer wish to use the licence.	Please note that electronic software licences are non-cancellable and cannot be refunded unless expressly stated otherwise in your Purchase Order form.

10. Techary Contact details

Sales Operations Team

E-mail: sales-ops@techary.com

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