

RETURNS POLICY



We love technology and want you to love it too. So, in the unlikely event that you don't love it, we want to let you know your rights. When you buy from us, you have the right to cancel your contract without giving us any reason and without penalty within 14 days from the day of the conclusion of your contract or the delivery of your equipment, whichever is the later, under S.I. No. 484/2013 - European Union (Consumer Information, Cancellation and Other Rights) Regulations 2013.

Very occasionally we might get it wrong. If that happens and you receive faulty goods, you also have the right to return these goods and request a replacement or refund.

- Step 1: Drop us an email at help@connectify.ie to notify us of your cancellation and reason
- Step 2: Fill out this form and send it back with your return

YOUR DETAILS (use BLOCK CAPITALS)

Your Order Reference Number:		Mobile Number:	
Full Name:		E-Mail Address:	
Address Line 1:			
Address Line 2:			
Town / City:		Postcode:	

DETAILS OF THE PRODUCT YOU ARE RETURNING

Product Code <small>(Listed on your dispatch note / order confirmation email)</small>	Product Quantity	Serial Number(s)	Dispatch Note/ Invoice Number	REASON FOR RETURN <ol style="list-style-type: none">Wrong ProductChanged my mind

Please return this claim form along with the product by REGISTERED POST [to: Connectify, c/o Exertis Ireland, Ballymount Road Upper, Clondalkin, Dublin 22](#). When you return goods they must be in the original packaging and in a clean resaleable condition. Goods returned otherwise will, at the discretion of Exertis Ireland, be refused.

<p><u>Return of Products Procedure to Exertis Ireland Limited</u></p> <p>Exertis Ireland does not accept the return of goods save where expressly provided by law.</p> <p>How Do Goods Qualify for Return?</p> <p>To be suitable for return, the products must comply with the following conditions:</p> <ol style="list-style-type: none">Be in the original, undamaged packaging including all original accessories,Have been purchased as normal product (and not as part of promotion or special offer)Have remained undamaged after delivery to you.	<p><u>Care of and Preparation of Goods to be Returned</u></p> <p>Goods returned for repair under warranty must be accompanied by a copy of the original invoice or must quote the original invoice number and date of purchase. It is your responsibility to ensure that any Goods returned are properly insured. For your security and for product traceability, we request that returns are sent using Registered Post. Exertis Ireland reserves the right to vary the specification of any item, withdraw, modify or amend any such item without prior notice. Prices quoted are subject to variances in exchange rates and in consequence prices will be those holding at the date of dispatch.</p> <p>Exertis Ireland and Connectify Ireland reserve the right to reject all claims</p>
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