

DATE: 02/06/2021

Our policy lasts 10 business days. If 10 days have gone by since your purchase, unfortunately we can't offer you a refund or exchange.

In accordance with Section 3.5 of the Terms and Conditions of Sale:

No order which has been accepted by Microminder in accordance with condition 3.3 may be cancelled by the Customer, except with the consent in writing of Microminder and provided that the Customer pays Microminder a cancellation charge by way of liquidated damages as follows:

Cancellation Notice Received	Cancellation Charge Payable by Customer
15 days or more prior to scheduled installation/delivery date	25% of Order amount or £100, whichever is the greater
7-14 days prior to scheduled installation/delivery date	50% of Order amount or £100, whichever is the greater
3-6 days prior to scheduled installation/delivery date	75% of Order amount or £100, whichever is the greater
0-2 days prior to scheduled installation/delivery date	100% of Order amount or £100, whichever is the greater

To be eligible for a return, your item must be unused and in the same condition that you received it. It must also be in the original packaging. It is your responsibility to return the item and at your cost.

Several types of goods are exempt from being returned such as batteries, printer labels, printer ink cartridges, downloaded software products, warranty packs cannot be returned.

To complete your return, we require a receipt or proof of purchase.

Please do not send your purchase back to the manufacturer.

Refunds (if applicable)

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

If you are approved, then your refund will be processed, and a credit applied to your credit card or original method of payment, within a certain amount of days.

Late or missing refunds (if applicable)

If you haven't received a refund yet, first check your bank account again.

Then contact your credit card company, it may take some time before your refund is officially posted.

Next contact your bank. There is often some processing time before a refund is posted.

If you've done all of this and you still have not received your refund yet, please contact us at accounts@microminder.com.

Sale items (if applicable)

Only regular priced items may be refunded, unfortunately sale items cannot be refunded.

Exchanges (if applicable)

We only replace items if they are defective or damaged. If you need to exchange it for the same item, send us an email at enquiries@microminder.com and send your item to: Unit 1, 8A Wadsworth Road, Greenford, UKM, UB6 7JD, United Kingdom.

Depending on where you live, the time it may take for your exchanged product to reach you, may vary.

Shipping

To return your product, you should mail your product to: Unit 1, 8A Wadsworth Road, Greenford, Middlesex, UB6 7JD.

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.

If you are shipping an item over £50, you should consider using a trackable shipping service or purchasing shipping insurance.

We don't guarantee that we will receive your returned item.