

Electroair Services Returns Policy

Warranty Claims

Warranty claims must be notified to us in writing before the expiry of the warranty period. (an email message with a read receipt or email acknowledgement will satisfy this requirement). Goods must be returned, freight paid, to Electroair Services or any other repairer nominated and notified to the customer by Electroair Services, within 5 days of our acknowledgement of your written notification of the fault. The cost of shipping to return the repaired or replacement goods to the customer must be paid by the customer before shipping.

Change of mind returns

If you wish to return goods for any reason other than a warranty claim, you must first seek approval from us. Acceptance of any goods returned will be entirely at the discretion of Electroair Services. **Before a return will be accepted** the following conditions must be met.

1. You must contact us and request a Return Merchandise Authorization (RMA) before returning goods. We will not issue a credit or refund without a prior RMA, which **must accompany** the returned goods.
2. The return must be requested within 7 days of the date the goods were shipped to you.
3. The returned goods must be received by Electroair Services within 14 days of the date the goods were shipped to you.
4. The goods must be in original condition, in unopened and undamaged packaging. Electroair Services might in some cases, and entirely at our discretion, accept goods returned after the packaging has been opened.
5. A 20% re-stock fee will be applied to any goods returned for credit.
6. The original shipping and packing costs will not be refunded for returned goods.
7. The cost of shipping goods to us must be met by the customer.

Spare Parts

Electroair Services does not encourage headset owners to carry out their own repairs as this is best done by an experienced and qualified technician who knows how to correctly diagnose a fault and correctly carry out any repair and testing. We sell conversion kits for installation by qualified technicians.

All parts are tested before shipping. If you purchase spare parts or a kit that require the use of a tool, or tools, for their fitting or installation we will not accept these parts for return regardless of whether or not they have been fitted, or an attempt to fit them has been made.