



## REFUND POLICY

### SECTION 1 - RETURNS:

Our policy lasts 30 days. If 30 days have gone by since your purchase, unfortunately we can't offer you a refund.

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.

There are certain situations where only partial refunds are granted (if applicable)

Any item not in its original condition, is damaged or missing parts for reasons not due to our error. Any item that is returned more than 30 days after delivery.

### SECTION 2 - REFUNDS:

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 will automatically be applied to your credit card or original method of payment, within 7 days.

### SECTION 3 - LATE OR MISSING REFUNDS:

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 [info@ultimoelectronics.co.uk](mailto:info@ultimoelectronics.co.uk).

### SECTION 4 - REPLACEMENTS:

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 [info@ultimoelectronics.co.uk](mailto:info@ultimoelectronics.co.uk)

### SECTION 5 - SHIPPING:

To return your product, you should mail your product to:

Ultimo Electronics Limited Unit B Vulcan Road North Norwich

NR6 6AQ

Norfolk

Please include all relevant information within your return, e.g. name and order number/date of purchase. Returns sent without this information will take longer to be resolved. Please contact us before returning your item to us.

You will be responsible for paying for your own shipping costs for returning your item, unless the item arrived faulty or damaged. Shipping costs are non-refundable in instances other than those outlined above.

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

Please use a 2nd class signed for service to return your item. We cannot guarantee we will receive your item, therefore sending any returns via a traceable delivery method is advisable.