

Vispa Internet Limited

Hardware Return and Replacement Policy

All goods supplied by Vispa Internet Limited are covered by the manufacturers 12 month warranty from date of purchase. Warranty does not cover consumable items i.e. connection leads, switches, rotary controls etc. Warranty is invalid if products have been tampered with or modified from the original spec in any way, wired incorrectly, or subject to user misuse.

(Please read all operating manuals before use) Any item found and PROVED to be defective within 28 days of purchase and returned to us within 28 days of purchase with all original packaging and contents, postage, insurance and proof of delivery paid, are subject to a full refund by the original payment method or direct like for like Replacement (your choice).

A full explanation in writing must be enclosed with your returned item.

As with all commercial use goods any faulty items must be confirmed, please do not expect us to simply refund a product until a full investigation of fault has been carried out, please allow 10 full working days from time the goods have reached us to carry out this procedure.

Any items returned and found not faulty, opened and used become second hand Vispa Internet Limited are not liable to offer refunds in such a case and goods are subject to charges to recover all costs to ourselves, payable before goods are released. We cannot offer refunds on special order items. Goods bought in error, returned unopened, unused are subject to a 30% restocking fee deducted from your refund which is made by the form of a credit note.

However, we may offer a monetary refund by the original means of payment subject to a 35% restocking fee, all cases are looked at individually, to avoid this please check your requirements before you open this seal. Goods bought in error must be returned with 5 days of purchase postage, insurance paid.

Does not cover consumable items. Any items returned opened, used after 28 days are not eligible for refund, such items are repaired according to the manufacturers warranty conditions. Warranty, refund, exchanges cannot be honoured without proof of purchases, Please keep your invoice safe. This document is an example of likely events and how the company deal with them, this does not affect your statutory rights.

Our products are intended for home & commercial use and our policy guidelines are created in line with this type of use and current trading standard laws.

Problems, complaints or compliments should be made in writing to:

Vispa Internet Limited,
The Courtyard,
160a Moss Lane,
Altrincham,
Cheshire,
WA15 8AU.

All communication is treated in complete confidence.

When available, we can offer our customers Courtesy Equipment from our loan section. This is a free loan service while your equipment is being either evaluated or repaired, we would hate to see you out of pocket due to not having your gear to fulfil your work commitments. However, please don't just take for granted this service, it is offered purely on each individual case and if similar equipment is available at the time.