

TATTON TECH RETURNS AND EXCHANGE POLICY

We hope that you are happy with your new purchase but just in case you are not, we've set out below when you can return or exchange it. Do please read our terms and condition also at www.tattontech.co.uk.

<p>Purchased Device or Accessory from Tatton Tech</p>	<p>If within 14 days of receiving your purchase, you decide you want to return or exchange a Device or Accessory you can:</p> <ul style="list-style-type: none"> • Call us on 01565 748977 • Email us at info@tattontech.co.uk with the details of your order, your customer number and your preference for exchange or refund • Complete the cancellation form (attached) and return to us
	<p>Our customer service team will be able to advise you on your next steps.</p>
	<p>Please note though:</p> <ul style="list-style-type: none"> • Once in receipt of the Device, you may switch it on and inspect it to make sure you've received what you thought you were buying. However if it is used beyond what's reasonable, we have the right to charge you for any loss in value of the goods as a result of your use or damage. • You will be charged for any use of Tatton Tech Services you use before the end of your 14 day cancellation period. • If you return a Device or Accessory to us, you'll need to include the Device, any packaging, manuals, accessories and any 'free' gifts supplied with the Device. If anything is damaged or missing you may be charged for these in line with the appropriate charges set out in our Price Guide. • If you change your mind and wish to exchange your Device for a different make or model, a charge will be applied as set out in our Price Guide. • You will be responsible for postage incurred whilst returning the item to Tatton Tech.

CANCELLATION FORM

Please complete the following sections and either email to info@tattontech.co.uk or post to Tatton Tech The Estate Office Lamb Lane Ashley Knutsford Cheshire WA14 3SF	
Customer Name	
Customer number (on welcome email/letter):	
Customer address	
Date ordered on	
Email address	
Product purchased	
Signature of customer	
Date	

1. Please note that once we have received the form we'll process your request and contact you about the next steps within the next few working days. You will be charged for any Services you use before we process your cancellation.
2. If you are a consumer, these policies will not affect your statutory rights, which cannot be excluded. For more advice and information about your statutory rights, please contact your local Trading Standards Dept or Citizens Advice Bureau.