

## **TERMS AND CONDITIONS –**

### **DIY HI-FI – T/A RED HILL AUDIO**

**Shipping and Handling** - Unless otherwise agreed in writing the prices quoted ex our stores and carriage and insurance are charged at extra costs. All On-line orders are charged a carriage fee; this will be added to transactions to ensure courier delivery or Royal Mail on all stock items.

**Delivery Schedule** – Diy Hi-Fi will make every effort to meet delivery dates, but cannot accept liability for failures to do so, howsoever caused. Orders received before 1.30 p.m. will be processed the same day, after this time, the order will be classed as the following working day.

**Out of Stock** - If your item is not in stock, we will notify you by email and your order will be placed on back-order and despatched as soon as the item is in stock.

**Tax Charges** - V.A.T. is charged at the current rate. All prices quoted are inclusive of VAT.

**Guarantee** - All goods are supplied with the Manufacturer's warranty. The defective goods must be returned to us at the purchaser's expense. No repair or replacement will be provided until we have received the faulty goods and have inspected them. The normal conditions of warranty of the Manufacturer will apply.

**Privacy Policy** – Diy Hi-Fi DO NOT disclose buyers' information to third parties other than when order details are processed as part of the order fulfillment. In this case, the third party will not disclose any of the details to any other third party. We do not send random marketing emails to personal email addresses (spam). We conform to the requirements of the Data Protection Act, 1998. Cookies are used on this shopping site to keep track of the contents of your shopping cart, to store delivery addresses if the address book is used and to store your details if you select the 'Remember Me' Option. They are also used after you have logged on as part of that process. You can turn off cookies within your browser by going to 'Tools | Internet Options | Privacy' and selecting to block cookies. If you turn off cookies, you will be unable to place orders or benefit from the other features that use cookies. Data collected by this site is used to:-

Take and fulfill customer orders

Administer and enhance the site and service

Only disclose information to third-parties for goods delivery purposes

### **RETURNS POLICY**

At Diy Hi-Fi we want you to be delighted every time you deal with us. Occasionally though, we know you may want to return items. That's why if for any reason you are unhappy with your purchase, you can return it to us in its original condition, as follows. Selected products carry a 30 day money back guarantee, these are marked accordingly.

#### **Step-By-Step Guide to Returns**

Please follow the following steps for returns. Failure to follow these procedures may result in your return being rejected upon receipt.

#### **How do I get an RAN number?**

You must obtain an RAN (Returns Authorisation Number) number before making any returns. To obtain an RAN number, please contact our Customer Services Department on 01472 354426 or email [lee@diyhi-fi.co.uk](mailto:lee@diyhi-fi.co.uk) and provide the following information:-

The invoice number

The order reference number

The part number(s) to be returned

The reason for returning the goods (including a full fault description if there is a problem with the product)

The method of return, at the purchaser's expense, should be confirmed with Customer Services whilst obtaining an RAN number.

**What if there is a problem with the product?**

You will need to give a full and detailed description of the fault or error before an RAN number can be issued. If returning by post you must obtain proof of postage from the Post Office. Please keep the receipt for your records.

**What if I've changed my mind or Ordered in Error?** Such items must be returned in a re-saleable condition and in accordance with the packaging requirements below. Products must be returned at your cost with proof of delivery being available upon request. Diy Hi-Fi may request that certain items are returned using Diy Hi-Fi's courier in which case the cost will be deducted from the value of the return.

Selected products carry a 30 day money back guarantee, these are marked accordingly, otherwise returned will be subject to a 20% restocking fee.

**How do I pack it?** All goods returned are at the purchaser's expense and must be securely packaged and returned un-damaged in their original packaging with all accessories, which may include test lead sets, instruction manuals and warranty registration cards, any software must remain un-opened. Please clearly mark the RAN number on the outer transit packaging of your return. Do not write on or mark the product packaging. Please enclose a copy of your invoice(s).

**How long will it take?**

We aim to have all returns processed (subject to inspection and acceptance) within 2 days of receipt. Please allow up to 7 days for delivery for goods returned by post. Any goods rejected for return will be shipped back to you at your expense. Refunded payments do not include the carriage fee.