

RETURNS POLICY

This page states the terms and conditions (the "Terms of Return") under which you may return TRAAKiT Services to us.

Please read this page carefully. If you do not follow the procedures, then any claim for replacement or refund will be delayed.

Radaw Limited ("we", "us", "our") is registered in England and Wales under company number 05444924 and has its registered office at Hill Farm, Station Road, Dullingham, Newmarket, Suffolk CB8 9UT.

www.traakit.co.uk is a website operated by Radaw Limited (the "Website").

We may review these Terms of Return at any time by updating this posting. You should visit this page periodically to review the Terms of Return because they are binding on you.

1 CHANGING YOUR MIND

1.1 If you have ordered your TRAAKiT Services via our Website or via our Call Centre,

- (a) you have the right to cancel your order within 7 days of us sending you an email confirming your order, or
- (b) you have changed your mind up to 30 days from the date of delivery of the TRAAKiT Services to you because you are not completely satisfied with them, and
- (c) you must contact us at customerservices@traakit.co.uk within the time periods set out above.
- (d) in your email, you must provide:
 - (i) your name and address,
 - (ii) the serial number of the TRAAKiT monitor, if you have already received it,
 - (iii) the reason(s) for cancelling the TRAAKiT Services.

We shall then provide you with address to return the TRAAKiT products.

1.2 If you have obtained your TRAAKiT products through a third party, then you must contact that third party about their returns policy. We will only commence the refund process once we have been advised by the third party of your wish to cancel and once we have received the TRAAKiT products.

1.3 We shall refund you in full less any deductions as outlined below for any monies that you have paid to us provided that we receive the TRAAKiT products, including the TRAAKiT monitor, the accessories and instruction manuals, within two weeks of you notifying us of your wish to cancel:

- (a) without any deduction provided that we receive the TRAAKiT products in the original packaging with the seals intact;
- (b) with a deduction of £40 to cover the cost of testing and restocking in the event that we do not receive the TRAAKiT products in the original packaging with the seals intact.

1.4 We will not make any refunds under the following circumstances and you will remain liable for the all payments due under the Terms of Sale:

- (a) the packaging used to return the TRAAKiT product is damaged and the TRAAKiT product has to be scrapped;
- (b) The TRAAKiT product is defective due to misuse or accident;
- (c) The TRAAKiT monitor has been modified, opened or tampered with.

1.5 You are responsible for the cost of returning the TRAAKiT products to us and you remain liable for their safe return to us. We will only start to process the refund once we have received them.

2 WARRANTY RETURNS

2.1 If your TRAAKiT product becomes faulty during the first 12 months since it was delivered to you, then you should immediately contact us at customerservices@traakit.co.uk providing us with

- (a) your name and address,
- (b) the serial number of the TRAAKiT monitor,
- (c) the reason(s) for returning it to us.

We shall then provide you with address to return the TRAAKiT products.

2.2 Upon receipt of the returned TRAAKiT product, we shall despatch a replacement.

2.3 We shall examine the returned TRAAKiT product and if, in our sole judgement, the defect has not been caused by faulty design or workmanship, you will be required to pay for the replacement TRAAKiT product.

2.4 You are responsible for the cost of returning the TRAAKiT product to us and you remain liable for its safe return to us. We will only start to process the replacement once we have received the returning product.

3 HIRE RETURNS

3.1 At the end of the hire period or if your TRAAKiT product becomes faulty during the hire period, you should immediately contact us at customerservices@traakit.co.uk providing us with

- (a) your name and address,
- (b) the serial number of the TRAAKiT monitor,
- (c) the reason(s) for returning it to us.

We shall then provide you with address to return the TRAAKiT products.

3.2 Upon receipt of the returned faulty TRAAKiT product, we shall despatch a replacement.

3.3 We shall examine the returned TRAAKiT product and if, in our sole judgement:

- (a) it has been damaged in any way or there are missing parts or accessories,, or
- (b) the defect has not been caused by faulty design or workmanship,

you will be required to pay for the replacement TRAAKiT product, part or accessory as the case may be. We will only start to process any replacement once we have received the returning product.

3.4 You are responsible for the cost of returning the TRAAKiT product to us and you remain liable for its safe return to us. We recommend that you return the TRAAKiT product to us in the carton that we shipped it to you and that obtaining proof of postage. Your hire period ends when we have received the TRAAKiT product back from you.