

# **Terms and Conditions**

An unwanted product can be returned for a refund within 14 days\* of delivery as long as it's still in its original, packaging. If an unwanted alarm is returned, all service charges will be refunded except the Set-up fee of £29 which includes Shipment and Activation fee. This returns policy for opened and unopened goods is in addition to your statutory rights and applies to purchases made, online or over the phone.

Once you have told us you want to return an item, you should do so without undue delay and not later than 14 days from the day on which you informed us of your decision to cancel the order. The goods must be returned in a good condition and in their original packaging.

Refunds will be processed within 14 days of us receiving your returned item.

**\*Please note that faulty or damaged products can be returned for a full refund up to 30 days after purchase.**