

iD-points RETURNS POLICY

v5.0

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Statutory Right to Cancel:

You have the right to cancel an unwanted order up to the end of the seventh working day beginning with the day after the day on which you receive the goods. This applies to all goods except for software, CDs and DVDs where the seal has been broken.

If you cancel an order pursuant to your statutory right to cancel you must let us know via the online help function on the Site or in writing or by fax or by e-mail at the following address within the timescale mentioned above

Post: IncentiveDirect Limited
20a Brownlow Mews
London
WC1N 2LA.

Fax: 0207 269 9766

E-mail: customerservice@incentivedirect.com

Where you exercise your statutory right to cancel you shall be entitled to a full refund of the price of the goods (in the same proportion of iD-points and cash as the goods were paid for) plus the postage costs of returning the goods to us. Such refund will be made when the goods are returned to us or you provide us with proof of posting the goods to us.

Returns Policy:

If for any reason you are dissatisfied with the goods, you can return them to us in their original condition within 30 days of the date you received them (or within 14 days of such date in the case of items over 30kg) in the original packaging (with any seals and shrink-wrap intact and with all manuals and accessories included).

Please advise us of your intention to return an item as soon as possible via the online help



function on the Site.

You must pay the postage costs of returning the goods to us. On receipt of the goods in new/undamaged condition we will refund the price of the goods (in the same proportion of iD-points and card payment as the goods were paid for) but not the delivery charges or the postage costs of returning the goods to us.

Wrong, Damaged or Defective Goods:

Please check all goods as soon as possible after receipt.

If you wish to return goods because we sent you the wrong goods or because they are damaged or defective, you must advise us of this within 30 days of the date you received them and we will arrange collection of the goods and check all goods returned as damaged or defective.

Where goods are returned to us because we sent you the wrong item or because they are damaged or defective we will offer you a replacement at no extra charge or we will refund the price of the goods (in the same proportion of iD-points and card payment as the goods were paid for) plus all delivery charges and the postage costs (if any) of returning the goods to us.

Where goods are returned as damaged or defective and we find no fault, we will return the goods to you and reserve the right to charge you for the delivery charges/postage costs.

Any claim for damaged or defective goods to be made more than 30 days after the date you received them from us must be made to the manufacturer in accordance with the terms of the manufacturer's warranty.