

Returns, Refund and Cancellation Policy

Effective Date: 08/01/2018

We operate a returns policy for unwanted and faulty goods. Should you need to return any item to us for any reason please contact us first by telephone or e-mail - see our Contact page.

Unwanted Goods

Please return goods unused and in original packaging in perfect condition for resale within [14] days of receipt. We recommend obtaining proof of postage. We will full refund you the purchase price less £30 (Postage, paperwork, Sim and Device Activation) will be made on receipt of the returned goods.

Please note that you are responsible for shipping costs when returning unwanted goods.

Faulty Goods

If any of the goods are faulty we will send you a replacement free of charge.

Changing or cancelling an order

Cancelling your order. You have the right to cancel your order within 14 calendar days from the date you received your order. To cancel your order please contact us in writing within 14 calendar days.

Will any return costs be refunded?

We'll check all items returned as damaged or defective. In the event we find no fault, we reserve the right to re-charge you for the item/s and to recover our fees and expenses from you.

My Payment Card has changed/expired. How will I receive my refund?

We process all refunds to the original card used when you placed your order.

When will I receive my refund?

We action all refunds within 14 business days after receipt of the goods and it can take up to 14 business days for the refund to show on you card.



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