

Technico Ltd.

Refund, Return and Cancellation Policy

This Policy relates to
Technico Ltd.,
162 Clontarf Road,
Dublin 3

Phone +353-1-8338411
Website www.technico.ie
Email info@technico.ie

1 Your Right to Cancel

As a Consumer you have a right to cancel your purchase contract within 14 calendar days of receipt of your Order Confirmation, as your purchase contract with Technico was concluded 'on-line'.

2 Product order cancellations/returns

For Product order cancellations/ returns – you have 14 calendar days to cancel and return the product, starting on the day after the day you receive your Order Confirmation, except that you lose your right to cancel if you use, damage or break the product and return during the 14 day cancellation period.

Once you have notified the Company that you are cancelling your order, please ensure that the product is returned together with the original receipt in its original packaging within 14 days from the date of notification.

The Company will provide you with a refund as soon as possible and usually within 14 days of receipt of the above items together with an explanation as to why the product has been returned.

Please note that you may not return the following items:

- (a) electronic software downloads when download has begun with your prior consent;
- (b) computer software in sealed packaging that has been unsealed after delivery.

except where there is a defect or lack of conformity.

If the equipment or product is damaged, we may offset the amount of your refund by the diminished value of the product.

3 Services order cancellations/returns

For Services order cancellations/returns – you have 14 calendar days to cancel and return as above, starting on the day after the day you receive your Order Confirmation. If you cancel within the 14 days and you have requested or accepted performance of the Service, then you will be refunded pro-rata based on the Services performed up until the date of receipt by Technico of the cancellation notice. You lose the right to cancel if the Services are fully performed within the cancellation period.

4 Software order cancellations/returns

For Software order cancellations/returns - you have 14 calendar days to cancel and return as above, starting on the day after the day you receive your Order Confirmation, except that you lose your right to cancel if you download or begin using the Software during the 14 day cancellation period. You may not obtain a refund on return of a Software or operating system element of a Product only.

Unfortunately we cannot accept changes to an Order once it is submitted. But if you are aware of an error, you may be able to cancel your order and re-submit a further, corrected order.

5 Exercising your Right to Cancel

If you wish to exercise your Right to Cancel, you must inform us of your decision to cancel. You can do so by contacting Technico by sending us a letter or email – you can find our contact details in the contact us section of this website. Returns made within the first 14 days are managed in accordance with your Right to Cancel. For any other return query, please contact us as above.

6 Returns Policy

Technico will refund all reasonable costs paid by you associated with the return of the product or service, using standard delivery methods.

Please note that we shall be under no obligation to compensate you in any manner, in cases where through no fault of our own, the product has become defective or faulty. Examples of activities that may make your product defective or faulty and result in loss of entitlement to return the product include but are not limited to, if you use the item to do something it was not designed to do, or if you accidentally drop a fragile item, or leave an electrical item out in the rain or spill water or other liquids on it. In these circumstances you are not entitled to have the item replaced or repaired, or to have your money refunded.

If it is possible and you choose to employ the Company, to repair the product, the Company are entitled to charge you for services rendered.

Refunds will be processed as soon as possible and you will usually be refunded within 14 calendar days of receipt by Technico of the requirements as set out below.

Once you have notified Technico of your wish to exercise your right of cancellation, Technico will arrange for collection of the Product(s) or provide instructions and details for you to return the Product direct. You must return Product(s) in their original condition and original packaging and within 14 calendar days of your cancellation notification, unless Technico provides a later collection date. Technico may charge you for any damage caused to the Product(s). Where Technico arranges collection, reasonable return freight costs will be payable by you. The cost of collection varies depending on the product being returned. Technico will refund you the purchase price (including standard delivery charges if applicable), less direct return freight costs it has paid on your behalf, as soon as possible. However, Technico may withhold payment of your refund pending receipt of the returned Product (in its original condition).

No return freight charge will apply if you are returning an order because it arrived damaged, or the return is due to an error on the part of Technico Limited. If your product was damaged when it arrived or the product is not as ordered, please contact Technico as soon as possible to advise.

In relation to refunds or credit notes there are circumstances where the consumer is not entitled to a refund or credit note, examples being:

- where the item purchased was a once-off item made specifically for the purchaser (unless it is defective);
- where the item that is sold is defective and the purchaser was aware that the item was defective prior to purchase;
- where the purchaser is aware that the item is not fit for purpose and decides to purchase anyway;
- where the purchaser breaks or damages the item;
- where the purchaser makes a mistake in buying the item;
- where the purchaser changes their mind.

Please note that there shall be no obligation on the Company to offer a refund, exchange or credit note in circumstances where 14 clear days have passed and the product is returned without defect. This shall be a matter within the Company's sole discretion and the Company may offer an exchange or refund as a gesture of goodwill.
