

# 30 Day Returns Policy

All our products are eligible for returns provided the following conditions are met:

1. They are in full working saleable condition
2. All pieces sent to you are returned in a conditional adequate for sale
3. There is no visible or working damage to the product in any way
4. The product is returned in original packaging

If your product is faulty or not working, and is not caused by normal wear and tear, you are also eligible for a refund if you return the product.

Your 30 day period will begin at different times depending on how you opted to receive your product:

- If picked up from RGS Guildford in person, you have 30 days from the date collected
- If sent by 2<sup>nd</sup> class Royal Mail, you have 30 days from the 2<sup>nd</sup> working day after the product was dispatched.
- If sent by 1<sup>st</sup> class Royal Mail, you have 30 days from the 1<sup>st</sup> working day after your product was dispatched.

How to arrange to return the product:

1. Contact us at [support@firefly-technology.co.uk](mailto:support@firefly-technology.co.uk) with proof of purchase
2. We will then contact you within 2 working days to arrange the refund in either of these ways:
  - a. You bring the product back into RGS Guildford and give to us in person
  - b. You send the product back via Royal Mail, please contact us and we will cover the cost of shipping to us
3. We will be in contact to arrange to transfer the money back to you

If you have any questions on this policy, please feel free to contact us at [support@firefly-technology.co.uk](mailto:support@firefly-technology.co.uk)

Last updated 01/12/20