

Returns Policy and the Consumer Guarantees Act

Under the Consumer Guarantees Act, Trig Instruments is not legally obliged to refund or exchange a product because the buyer has changed their mind or because the buyer ordered an incorrect product. However, if the Goods received are faulty, Trig Instruments will meet its obligations under the Consumer Guarantees Act to provide a remedy. Goods purchased for business or trade use are not covered under the Consumer Guarantees Act.

'Change of mind' returns will only be accepted only if Trig Instruments has approved the return before the item is sent back to Trig Instruments. If an item is returned for credit or exchange without our consent, the item will be returned to the buyer freight forward at the buyer's cost. Some items may not be eligible for return, due to discounted stock, or items brought in to order etc.

A refund is at Trig Instruments' sole discretion and will incur a 6% restocking fee on the original purchase price. This booking fee covers the transaction charge that Trig Instruments incurs for processing the credit card transaction, the seller's time in processing the order and in refunding. The buyer will also incur the cost of freight both from the original delivery and for the return of the goods to Trig Instruments' warehouse.

PACKAGING AND ACCESSORIES

To be accepted for return, all packaging needs to be in 100% NEW condition. Tears, creases, crushing or damage to any packaging or contents will prevent us from being able to resell the item as new. We would not sell you new goods in poor condition, and we won't sell your return to someone else in poor condition either. This includes manuals, accessory items, batteries, screen protecting plastic etc. If it was supplied to you, then it needs to be returned in the same condition. There are no exceptions to this rule. This includes:

- Tears
- Creases
- Tape or stickers on packaging
- Crushed boxes
- Damaged Corners
- Dog-eared user manuals
- Missing or damaged internal packaging



SOFTWARE

For anti-piracy and virus protection, software cannot be returned or refunded. Should the software be faulty, it may be returned within 7 days for replacement with the exact same product only.

BLISTER PACKAGING

Some items are supplied in tamper-proof blister packaging that needs to be cut open to get to the product. If this packaging has been cut or damaged in any way then we cannot sell the goods as new and therefore cannot accept them back for return.



Blister pack cut open