

SPACETALK

Simply Safer Phones for Kids

On-line Store Returns Policy

RETURNS PROCESS

1. This Returns Policy should be read in conjunction with the Terms of Service and also our One-Year Limited Warranty documentation. This returns policy is offered exclusively by SPACETALKWATCH UK LTD ('SPACETALK', 'we' and 'us') for purchases made at www.spacetalkwatch.co.uk online store.
2. All returns must be authorised by us before return shipment, and must be accompanied by a correctly completed Return Material Authorisation ('RMA') that can be obtained from the download section at www.spacetalkwatch.co.uk/support.
3. In advance of any return, SPACETALK's Customer Support Centre MUST be contacted by telephone on +44 (0) 208 017 5868 or email support@spacetalkwatch.co.uk obtain an RMA number.
4. All returned goods must be accompanied by proof of purchase and a correctly completed RMA form.
5. Return postage and or courier fees, are the responsibility of the sender, and we are not responsible for, or pay any, return postage or fees. You assume the risk of loss or damage to the good posted or sent to SPACETALK and or returned by us to you.
6. Within 5 business days of receipt of the item by SPACETALK, we shall confirm receipt.
7. At all times, SPACETALK retains discretion whether to replace or repair the good or to provide a refund, in the event that the good is faulty.
8. Our goods come with guarantees that cannot be excluded under the laws and regulations of the United Kingdom. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of merchantable quality and the failure does not amount to a major failure.

30 CALENDAR DAY SATISFACTION GUARANTEE

1. If you are unsatisfied with your purchase from www.spacetalkwatch.co.uk online store for any reason, you have 30 calendar days from date of purchase to request a refund.
2. To qualify for a refund, you must contact the SPACETALK customer support team to request an RMA number within 30 calendar days of purchase.
3. Returned goods must be in excellent physical condition, must be in original sales pack and include all accessories to be eligible for a refund.
4. SPACETALK reserves the right to not accept a return under the 30 Calendar Day Satisfaction Guarantee for physical damage, abuse, incomplete or other items

WARRANTY (LIMITED)

1. The full terms and conditions of our Manufacturers Limited Warranty can be viewed in our download section at www.spacetalkwatch.co.uk/support.
2. SPACETALK warrants the hardware product and accessories for one year against defects in materials and workmanship commencing from the date of retail purchase.
3. SPACETALK does not warrant its products and accessories for normal wear and tear or for damage caused by accident or abuse.
4. Except to the extent required by United Kingdom consumer law, all implied warranties (including warranties of merchantability and fitness for a particular purpose) shall be limited in duration to one year from the date of retail purchase.
5. SPACETALK retains discretion whether to replace or repair products under this warranty.
6. This warranty will be void if the product is opened for any purpose other than installing the SIM Card according to the Product Instructions or any unauthorised repair is attempted.
7. If your good is faulty and within our Manufacturers Limited Warranty Period, the RETURNS PROCESS should also be followed and when goods arrive to SPACETALK we will repair or replace the faulty good subject to our Manufacturers Limited Warranty.
8. For all other product support matters, please do not hesitate to contact us by email: support@spacetalkwatch.co.uk or telephone +44 (0) 208 017 5868.

REFUND PAYMENTS

1. SPACETALK at their sole discretion agrees to provide you with a refund, the refund will be made to the same payment source that was originally used product was purchased. This maybe cash, cheque, money order or electronic transaction.
2. SPACETALK reserves the right to charge a re-stocking fee for Order Cancellations, or if your return is accepted and is outside our 30 Calendar Day Satisfaction Guarantee period.

Credit Cards	2% of original order value
Paypal	1% of original order value
Bank Transfer	0% of original order value