



RETURN POLICY

Last updated Feb 14, 2022

Thank you for your purchase. We hope you are happy with your purchase. However, if you are not completely satisfied with your purchase for any reason, you may return it to us for a full refund or an exchange. Please see below more information on our return policy.

RETURNS

All returns must be postmarked within fourteen (14) days of the purchase date. All returned items must be in new and unused condition, with all original tags and labels attached.

RETURN PROCESS

To return an item, please email customer service at sales@fortressvehiclesecurity.co.uk to obtain a Return Merchandise Authorisation (RMA) number. After receiving a RMA number, place the item securely in its original packaging and mail your return to the following address.

Fortress Vehicle Security
Returns
RMA #
16 Beech Street
Gilfach Goch
CF39 8UD

Please note, you will be responsible for all return shipping charges. We strongly recommend that you use a traceable method to mail your return.

REFUNDS

After receiving your return and inspecting the condition of your item, we will process your return or exchange. Please allow at least seven (7) working days from the receipt of your item to process your return or exchange. We will notify you by email when your return has been processed.

EXCEPTIONS

For defective or damaged products, please contact us at the details below to arrange refund or exchange.

Please Note

- Original packaging with no missing items

QUESTIONS

If you have any questions please contact us at sales@fortressvehiclesecurity.co.uk 07506 217712