

# Return Form



Customer Name	
Order Number (4-digit number i.e. #2345)	
Product(s)	

Reason for return:

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Have you recalibrated the board(s)?

- a) Yes
- b) No

Please tick which solution is required from the following

- a) Refund
- b) Repair / Replacement
- c) Other (if other please give more details below)

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Signature ..... Date .....

**Thank You**

1) Enter your name, order number, product(s) and the reason why you are returning against the relevant order line on the Returns Form.

### REFUND

For refund, you will need to send the item(s) back to us up to 14 days after delivery has been confirmed. As long as your item(s) is unused, and in the original condition you may return your item(s) to us for an exchange or full refund back to your payment method within 14 days of receipt. Please write on the return form the reason why you are returning the item(s).

Please return items in a saleable, unworn and undamaged condition in its original packaging within 14 days of receipt. See below for return address. **Items that have been used and become faulty after purchase or after 14 days of receipt are NOT refundable. We only provide free returns for wrong item(s) received or received faulty.**

Once we have received the parcel your return will be processed. Please be advised all refunds can take up to 14 working days to process. After we have processed your refund, you should expect to receive your refund within 5 working days. A confirmation e-mail will be sent once your return has been processed. Retain the proof of posting until you have received a refund.

### Repair/Replacement

All Hoverboards purchased directly from our website will fall under our full warranty policy. We offer 12-month warranty as standard and full refunds or replacement if your item arrives unusable or defective. Warranty covers internal computerised part of the board, namely the microchips/motherboard. **Battery, Bluetooth and LED lights are NOT covered.**

If you have a problem with your Hoverboard we will arrange collection and free repair or replacement if the damage is caused by defective equipment. We will cover collection and delivery costs and all repair costs if your Hoverboard fails mechanically. **If the board comes back to us reported faulty and it just needs recalibrating, you will be liable for postage both ways at least but not limited to £19.99.**

All faults must be reported within 48 hours of receipt of product for repair or exchange. Any faults reported after 48 hours of delivery confirmation will need to be inspected by our technicians before a decision on warranty claim can be made. This can take up to 10 working days.

NOTE: WARRANTY DOES NOT COVER WATER OR CRASH DAMAGE. If the exterior of your Hoverboard is damaged or the internal seals are broken your warranty is void. We can quickly and easily see where a Hoverboard has been crashed due to scratches on the body of the board. Crash or accidental damage isn't covered under warranty repairs. You will be liable to pay the shipping costs to return your Swegway back to us if the damage isn't covered under warranty. This total cost is £17.98. We will quote for repair costs once our technicians have conducted diagnostics on your board.

**If the board comes back to us reported faulty and it just needs recalibrating, you will be liable for postage both ways at least but not limited to £19.99.**

If you have any further queries, please do not hesitate to contact us.

### Customer Service

Email: info@segwayfun.uk

Phone Number: 01474247760

Opening Hours: Monday to Saturday 10.00am to 6:00pm, excluding bank holidays.

### Return Address

Unit C14 Lion Business Park, Dering way, Gravesend, DA12 2DN