

Returns Policy

Order Cancellation

You may cancel your order at any time before the item(s) on your order are dispatched, without a charge. A full refund will be given if you have already paid.

Items that have already been dispatched can be returned in accordance with the terms and conditions of this returns policy.

Returns Policy

- Returns in accordance with the distance selling regulations (consumers only, does not apply to business customers). Please refer to the section 'Distance selling regulations' below.
- Items that have arrived at the delivery address in a damaged state. Please refer to the section 'Items damaged on arrival' below.
- Items that are or go faulty within one month of delivery. Please refer to the section 'Items that are or go faulty within one month'.
- Items that go faulty after one month of delivery. Please refer to the section 'Items that go faulty after one month'.
- Any item(s) returned to us not in accordance with these terms and conditions will be rejected and no refund, replacement or repair will be provided.

Returns Procedure

- In order to return an item to us you must contact us and quote the Order ID as stated on the order acknowledgement or invoice we have sent you (starting with the prefix EU). You will be asked for the reason for your returns request and, if accepted, you will be issued with a Return Authorisation Number (RAN).
- This Return Authorisation Number must be visibly shown on the parcel you return to us and be used in any further communication with us.

- The return of an item (including the associated costs and risk of damage during transport) is your responsibility, unless otherwise stated in these terms and conditions or at the time that we issue you with the Return Authorisation Number.
- Items must be returned to the address that we will provide to you at the time of issuing the Return Authorisation Number.
- Once the item has been received by us we will process your return in accordance with these terms and conditions and shall be keeping you informed of the progress of the case until completion.
- Any item(s) returned to us unannounced or without our Return Authorisation Number visibly displayed on the parcel will be rejected and the return will not be processed. Any associated cost will be your responsibility.

Product Warranty

All items purchased carry a manufacturer's warranty only. NW Security Group Limited does not provide extended warranty policies. If you wish to check the warranty period on a product, please contact us for assistance.

Distance Selling Regulations

- In accordance with the distance selling regulations, once an item has been dispatched to you, you may up to fourteen days from the date delivery to you took place, return to us any unopened item(s) for a full refund of the purchase price minus the cost we initially incurred for the delivery to you (regardless of whether we initially charged you for the delivery).
- Returned items must reach us in stock condition, i.e. unmarked, unopened, unused and undamaged. Any factory seals must be intact. If a returned item reaches us outside the fourteen-day return period or if the item reaches us marked, opened, used, damaged or with broken seals, we may reject it and no refund may be given.
- Please note that the distance selling regulations have some limitations, applying to consumers only, and do not apply to business customers.

Damaged On Arrival

- We require that you inspect the packaging and goods inside for visible damage upon delivery. If damage is evident, you must reject the goods and request the driver to return the shipment to us.
- Once the return shipment with the damaged item(s) reaches us we will send you a new unit(s) on another shipment.
- For further information on deliveries please also refer to [Shipping, delivery and tax information](#)

Items that go faulty within one month

- Items that go faulty within one month from the date of delivery can be returned to us for a replacement or a refund.
- The warranty terms and conditions of the manufacturer apply in full. The decision whether a warranty claim will be accepted lies solely with the manufacturer.
- The role of NW Security Group Limited will be to facilitate a warranty claim but we bear no responsibility for the decision of the manufacturer.
- When you suspect an item to be faulty, please submit a support ticket via our [Support Desk](#) in the first instance. A member of our Support Desk will then be in touch to confirm the fault and make arrangements for a replacement or a refund, whichever you'd prefer.
- We would make the arrangements for the collection of the faulty item and the shipping cost will be covered by us.
- A replacement unit will then be sent out or a refund given.

Items that go faulty after one month

- Items that go faulty after one month from the date of delivery can be returned to us for a replacement or a repair.
- The warranty terms and conditions of the manufacturer apply in full. The decision on whether a warranty claim will be accepted and on what basis (replacement or repair) lies solely with the manufacturer.
- The role of NW Security Group Limited will be to facilitate a warranty claim but we bear no responsibility for the decision of the manufacturer.

- When you suspect an item to be faulty, please submit a support ticket via our [Support Desk](#) in the first instance. A member of our Support Desk will then be in touch to confirm the fault and make arrangements for the replacement or repair.
- We would make the arrangements for the collection of the faulty item and the shipping cost will be covered by us.
- Depending on the decision by the manufacturer the replacement unit or the repaired unit will be sent to you once it has become available to us from the manufacturer.