

# Refund/Return Policy

If you are not completely satisfied with the product you purchase from PMT Digital Ltd, you may return it in full within 5 working days, but must inform us within 48 hours, in writing. Failing to do so will confirm acceptance as good and fit for purpose.

All items must be in the same condition as purchased. No marking, hi-lighting, stickers or stamps. If the item was shipped shrink-wrapped, the item must be returned with the shrink wrap attached. All items must be in the original packaging.

All expenses associated with returns are the responsibility of the customer.

To ensure a fast and accurate processing of your return, please enclose the remittance or shipping copy of the original invoice, and a brief explanation of the reason for the return.

## Damaged Goods

Should any merchandise arrive damaged, please retain all packing materials and product. Please send us an email in advance before returning suspected damaged items, as it may be that we can rectify the problem. If this is not possible, we will pay postage cost for return of goods to PMT Digital Ltd, upon arrival.

After 48 hours has elapsed from receipt of an order, suspected faulty goods are to be returned at the customer's expense.

When we receive the item(s) we will replace the damaged goods and pay you for return postage.

We cannot issue a credit or replace damaged items unless the goods are returned to PMT Digital Ltd.