

Product Warranty and Returns Policy

1. Definitions

The "Company" shall mean VOICE ACTIVE LIMITED.

2. Warranty

Voice Active manufactures and supplies telephone headsets and other telephony related products. All products manufactured by or for the Company are covered by a two-year warranty for electronic or electrical failure and/or manufacturing defect.

The warranty does not cover breakages or failure caused by neglect, misuse or general wear and tear.

The company also supplies other manufacturers' goods, but is not able to offer a product guarantee on these goods, as each individual manufacturer offers warranties/guarantees relating to their own product. The manufacturers' warranty conditions are clearly indicated within the individual product packaging. It is the buyers' sole responsibility to be aware of these conditions and wherever possible, direct any warranty issues to the individual manufacturer.

3. Return of faulty goods

Faulty goods can be returned to the Company at any time, at the senders' own risk and expense. The sender should ensure that the returned items are securely packed – preferably within the original packaging and be accompanied by either the completed return slip from the user guide or a written description of the fault and the senders' full contact details.

Returned products will be assessed on the day of receipt and faults/breakages deemed as non-warranty will be notified to the sender within two working days. The maximum repair charge levied will be £25.00 net per product plus postage/carriage charges.

Repair or replacement carried out under warranty will be done so within two working days of receipt and the returned product will be dispatched by Royal Mail or Courier without notification to the sender.

The Company reserves the right to charge carriage to return items sent as faulty, that when tested is deemed as no fault found.

4. Return of goods ordered in error

Goods ordered in error may be returned to the company for credit, provided that the company is notified of the error within 21 days of receipt of goods and the return is authorised by a company director.

The unwanted goods must then be returned within 7 days of receipt of authorisation and at the senders' own risk and expense. Goods returned after this time will be subject to a re-stocking fee of 20% of the net invoiced value.

The returned goods should be received unused and in re-saleable condition, with full packaging and instructions. For hygiene reasons, headsets that have been removed from their original packaging will not be accepted for credit.