



RETURNS AND REFUNDS POLICY

Thank you for your order, if you are not entirely satisfied with your purchase, we're here to help.

Cancelling an order before delivery occurs.

All orders placed on the store may be cancelled at any time for any reason for a full refund **up to (but not including) the point of delivery**. If you decide to cancel an order that has not yet been delivered, please call or email our support desk on support@edutechstore.zone / 0203 393 8735 and let us know you would like a refund or exchange.

Your legal right to change your mind.

For products purchased online, you have a legal right to change your mind about your purchase and receive a refund of what you paid for it, subject to certain conditions:

- (a) You can't change your mind about an order for a product that is made to your specifications or is clearly personalised.
- (b) If you change your mind about a product, you must let us know no later than 14 days after the day of delivery.
- (c) The product must be returned to us within 14 days of you telling us you have changed your mind.

If after we have delivered the product, it is handled in a way which would not be acceptable in a retail shop, we reduce your refund, to compensate us for the product's reduced value. For example, we reduce your refund if the product's condition is not "as new", the product-branded packaging is damaged, accessories are missing, or the school has configured software on the device. In some cases, because of the way product has been treated, no refund may be due.

Please ensure that any personal data or confidential information which has been added to any electronic device after its delivery by us has been removed before it is returned.

Returning a damaged or faulty device

Where the device is delivered to the student's school, the school should inspect the device on your behalf. Where applicable the school is responsible for provisioning the device for you on the school network before handing it over to the student.

Should a device be faulty:

- (a) there is a 30-day period following delivery to notify us if you wish to reject the item and obtain a refund;
- (b) alternatively, the item may be exchanged, with a replacement delivered.

If more than 30 days have passed since the device was delivered and a fault occurs or becomes apparent, we may be able to repair or replace it for you in accordance with the terms of the Consumer Rights Act 2015.

Device selection

The device and accessories shown on the school store are selected by the school to meet the needs of students and support their educational activities. **Edutech has no influence on the selection process and follows the instructions given by the school.**

Protection Packages

Accessories are not included in the warranty and accidental damage cover.

Unless you have purchased a Protection Package that includes an Extended Mechanical Warranty and Accidental Damage cover, we don't offer exchanges, refunds, or repairs if your item is faulty due to accidental damage, neglect, misuse, or normal wear and tear.

If you have a damaged device, please call, or email our support desk as soon as the damage is discovered on support@edutechstore.zone / 0203 393 8735.

This does not affect your statutory rights.