

Limited guarantee

All Audio Wise products are covered by our limited guarantee for three years commencing on the date of delivery. This guarantee does not affect your statutory rights.

Not covered by the guarantee:

- Damage caused by misuse, neglect, accident, modification or abnormal operating conditions.
- Modification or repair to products by any person or company not authorised by Audio Wise to carry out such works.
- Any products purchased from a non-authorised dealer.
- Damage to products caused in transit when the buyer is shipping their unit to Audio Wise.
- The guarantee extends only to original purchaser (or the recipient of product(s) as gift) and is not transferable.

Repair during the guarantee period

1. Contact us with full details of the problem using the RETURNS FORM on our Contact Page. If repairs are required we will authorise the return of the product and issue a job number.
2. Pack the items carefully, preferably in their original box, and write your job number clearly on the outside of the package.
Return goods using a tracked and insured shipping service to:
Audio Wise,
Vennewatersweg 21 -h42,
1852PT Heiloo,
The Netherlands
3. Once received items will be repaired, replaced or refunded at our discretion within 10 working days.
4. The shipping costs to us are paid by you the return shipping costs are paid by us.
Responsibility for loss or damage during transit is accepted by the respective sender

Out of guarantee repairs:

For any product in need of repair whose guarantee has expired or is void, Please contact us using our Contact Page for a repair quote or estimate.

14 Day Returns

You have the right to cancel an order or return a product within 14 days for any reason, starting from the day you acquire physical possession of the goods. To return an item, notify us within the 14 days using the RETURNS FORM on our Contact Page with your name and order number. Once you have informed us of your intent to cancel, the goods must be sent to us at your expense within 14 days. Please include your receipt or order number so that we can identify the package.

Return address:
Audio Wise,
Vennewatersweg 21 -h42,
1852PT Heiloo,
The Netherlands.

After we have received and checked the product we will provide you with a refund within 10 days. We will refund all payments received from you, except for any supplementary costs of express delivery.

If the product is damaged or not in "as new" condition we reserve the right to offset the amount of your refund by the diminished value of the product.

We respect your privacy and this document explains how we will use the information entrusted to us.

Product Purchase and After Care

If you make a purchase from us, we use your contact information in order to complete your transaction.

We will also use the information to inform you of any future technical issues relating to your specific product(s) - for example updates or improvements that may interest you.

Newsletter

In the event that we publish a newsletter in the future, we will ask you if you wish to sign up to it.

Running and Maintenance of our website

Your information will not be used for **any reason** relating to running and maintaining our website nor will **cookies** be used and sent to you.

Third Parties

Your information will not be made accessible to or shared with third parties. Your information will not be stored on any server other than the secure server of our email provider which safeguards it from access by third parties.

Payment Security

At this moment in time our preferred and only method of payment or repayment is via PayPal. We will send only the information required by PayPal to do this.

Changes in our Privacy Policy

This document will be updated if and when changes to our Privacy Policy occur. We will inform you of such changes.

Withdrawing Your Consent

If at any time you decide you would prefer us not to contact you please let us know via our Contact page.