

## **STORE PURCHASES:**

We do not have to provide a refund if you have changed your mind about a particular purchase, so please choose carefully. If the goods have a manufacturer fault not caused by misuse/abuse we will meet our obligations under the Consumer Guarantees Act to provide a remedy.

\*Product exclusions include but are not limited to: items cut to measure (cable etc), items marked as 'special order' or 'extra 3-4 days' on website have been ordered especially and therefore incur a 20% restocking fee from our supplier. Products like Software and personal items (such as headphones, microphones etc) are non returnable. Please choose carefully!

### **RTB Warranty Public (domestic use) :**

\*We offer a 12 Month Warranty on all products unless otherwise stated.\*

\*6 Month Warranty applies to all Lighting and Sound Equipment

### **RTB Warranty Commercial (non domestic):**

Goods purchased for commercial use are not subject to the Consumer Guarantees Act (CGA) 1993. This includes but is not limited to – Schools, Churches, Bars, Restaurants, Professional Musicians, Studios and any other institutional purchases. The exclusion also applies for goods purchased for resale, or for use in repairs.

\*\*3 Month Warranty applies unless otherwise stated. \*\*1 Month warranty applies for commercial use of Smoke/Fog Machines, Budget Light effects and entry level range Speakers.

### **Warranty void by Modification of Product:**

This includes ALL changes where the product is no longer as it was sold, this includes removing of stickers or screws. If you intend to modify a product please test it first for your own sake and be aware it will void warranty.

### **RTB Warranty Shipping policy:**

Return to base warranty applies (RTB) on all Store purchases.

(item is to be delivered and collected from store)

Customer organises to get the item back to us at their cost if it is a manufacturer fault – we pay to get it back to them, repair is not charged inside the warranty period and up to our discretion outside the warranty period.

No international freight costs will be covered by us. (Customer pays both ways)

Customer pays both ways if it is a fault caused by mis-use/abuse. (see non-warranty wording below)

### **Non-Warranty returns:**

Repair is charged and customer pays both ways if the item is outside the warranty period.

Repair is charged and customer pays both ways if it is a fault caused by mis-use/abuse.

Shipping both ways is charged if the item is outside the warranty period

No international freight costs will be covered by us. (customer pays both ways)

## WEBSITE PURCHASES:

We do not have to provide a refund if you have changed your mind about a particular purchase, so please choose carefully. If the goods have a manufacturer fault not caused by misuse/abuse we will meet our obligations under the Consumer Guarantees Act to provide a remedy.

### **RTB Warranty Public (domestic use) :**

\*We offer a 12 Month Warranty on all products unless otherwise stated.\*

\*6 Month Warranty applies to all Lighting and Sound Equipment

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\*\*3 Month Warranty applies unless otherwise stated. \*\*1 Month warranty applies for commercial use of Smoke/Fog Machines, Budget Light effects and entry level range Speakers.

### **Warranty void by Modification of Product:**

This includes ALL changes where the product is no longer as it was sold, this includes removing of stickers or screws. If you intend to modify a product please test it first for your own sake and be aware it will void warranty.

### **Change of Mind:**

If you change your mind after completing a purchase, before we have dispatched the product/s we can provide a full refund. Just give us a call ASAP and we'll sort it out for you. (some products excluded\*)

If you call after the item has been despatched, we can get it back but there are costs involved which will be passed on to the customer by way of deduction from any refund given. This includes: Original (despatch) freight charge will not be refunded, Returning freight cost (up to the value of despatch cost) will be subtracted from any refund given.

\*Product exclusions include but are not limited to: items cut to measure (cable etc), items marked as 'special order' or 'extra 3-4 days' on website have been ordered especially and therefore incur a 20% restocking fee from our supplier.

If you have already received the goods (within 7 days of dispatch to you) an exchange or credit with us can be arranged providing the packaging with all accessories and complete documentation (manuals, leads etc) show no signs of wear or use (or you will be subject to a 10-20% restocking fee). Products like Software and personal items (such as headphones, microphones etc) are non returnable. Please choose carefully!

### **Damaged on arrival: CRITICAL POLICY - PLEASE CAUTION:**

PLEASE INSPECT ALL PACKAGES BEFORE SIGNING

'Damage' claims are a whole different story: Carriers liability ends when a signature is obtained, just make them wait its their job!

Should damage be discovered before signing, either inspect further (test product) or reject the delivery, the courier will acknowledge this and we will be notified by them. At this stage please contact us. It is absolutely critical you understand this. If item/s are signed for, no claim can be made and will not be recognized.

**RTB Warranty Shipping policy:**

Return to base warranty applies (RTB) on all website purchases. (item will be shipped back to you FOC)  
Customer pays to get the item back to us if it is a manufacturer fault– we pay to get it back to them, repair is not charged inside the warranty period and up to our discretion outside the warranty period.  
No international freight costs will be covered by us. (Customer pays both ways)

Customer pays both ways if it is a fault caused by mis-use/abuse. (see non-warranty wording below)

**Non-Warranty returns:**

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Repair is charged and customer pays both ways if it is a fault caused by mis-use/abuse.  
Shipping both ways is charged if the item is outside the warranty period  
No international freight costs will be covered by us. (customer pays both ways)