

**Pycom**

# Returns & Refund Policy

Last updated 31 May 2022

# RETURN POLICY

Last Updated 01 June 2022

Thank you for your purchase with Pycom. We hope you are happy with your purchase. However, if you are not satisfied, you may be able to return it to us for a store credit only. Please read on for more information about our Returns Policy.

## ELIGIBLE FOR RETURNS

All purchases are not cancellable, are non-refundable, unless they are considered defective.

If it is considered defective, the product will be subject to RMA and repaired at the expense of the manufacturer assuming that it falls under the manufacturer's warranty.

To start an RMA process, please contact [sales@pycom.io](mailto:sales@pycom.io).

If your return is accepted, we'll email you information for the return, as well as instructions on how and where to send the package.

Items sent to us without prior request for a return will not be accepted.

You can contact us at any time for any return questions at [sales@pycom.io](mailto:sales@pycom.io).

### Damage and problems

Please inspect your order upon receipt and contact us immediately if the item is defective, damaged or if you receive a wrong item, so that we can assess the problem and correct it as soon as possible.

## RETURNS

All returns must be postmarked within 7 days of delivery data. All returned items must be in new and unused condition with all original tags and labels attached.

## RETURN PROCESS

To return an item, please email customer services at [sales@pycom.io](mailto:sales@pycom.io) to obtain a Return Merchandise Authorisation (RMA) number. After receiving an RMA number, please the item securely in its original packaging and include your proof of purchase. Then ship the item(s) using a "tracked and signed for" shipment method to the following address:

PYCOM LTD

2 Huxley Road  
Surrey Research Park  
Guildford  
Surrey GU2 7RE  
United Kingdom

Att: Returns  
RMA: #

Please note, you will be responsible for all return and shipping charges.  
Please also note that we strongly recommend that you use a trackable and singable method to ship your items back.

## **REFUNDS**

After receiving your returned items and inspecting the condition of these, we will process the return. Please allow at least 30 days from receipt of your item to process the return. We will notify you when the return has been processed.

For items that are returned as faulty, the returns process may be longer (up to 60 days) as in some cases we need to investigate root cause of the issue.

For refunds, as fees are charged by the payment gateway supplier at the point of purchase, Pycom reserves the right to retain a 3% fee which is non-recoverable from the payment gateway provider.

Should it accept the return of goods, Pycom applies a 20% restocking fee on all non-RMA returns.

## **EXCEPTIONS**

The following items cannot be returned:

- Products in opened packaging
- Any items removed from original packaging
- OEM modules where the antistatic / anti-humidity bag is open
- Items that have been used or otherwise modified

Any discounted or sale items are FINAL SALE and cannot be returned.

## **QUESTIONS**

If you have any questions concerning our returns policy, please contact us via email to [sales@pycom.io](mailto:sales@pycom.io).