

## Shipping and Returns Policy

The following information applies to Hardware purchased from Blueface.

**A standard delivery charge applies to all Hardware purchases. For further information on this charge, contact [hardware@blueface.com](mailto:hardware@blueface.com).**

All Hardware is delivered by courier and a signature is required upon receipt. At the checkout please specify a daytime delivery address where someone can receive and sign for the delivery. P.O. Box addresses are not permitted for delivery.

### Delivery

Blueface dispatches Hardware Monday to Friday between 9 a.m. and 5 p.m. We endeavour to ensure delivery to you within ten (10) working days. Deliveries may be delayed if 1) your bank refuses to authorise your credit/debit card or direct debit for payment of goods, 2) items are out of stock or 3) for any other legitimate reason. Blueface is not liable for any delays in delivery however you will be advised if this occurs.

Orders will be delivered to the physical address submitted by you at the time of the order. All orders must be signed for at the time of delivery. Blueface is not liable to you for ensuring personal delivery to you. If there is no one at the supplied delivery address, Blueface delivery partners will leave a notice with further directions on how to retrieve your order.

### Suitability

It is your responsibility to evaluate the suitability of any Hardware for your needs before ordering it. Information about all Hardware offered by Blueface can be found on our webpage: [www.blueface.com](http://www.blueface.com). If, after visiting our webpage, you still have Hardware questions, please contact the Blueface Hardware Department via email at [hardware@blueface.com](mailto:hardware@blueface.com) for advice about any of the Hardware available from Blueface.

## Right of Cancellation

Hardware purchased from Blueface comes with a cancellation period for the first fourteen (14) days of the Initial Period for the first account location where the Services are activated. If you decide to cancel your purchase during this period, we will give you a full refund within thirty (30) days of our receipt of all Hardware subject to the cancellation. You must contact [accounts@blueface.com](mailto:accounts@blueface.com) to cancel. In your request, you must provide your Blueface account number. During the cancellation period please retain all original packaging and contents as you will need these if you need to return Hardware for any reason.

Customer is responsible for all Services and related usage until the account is closed and all phone numbers are ported from Blueface. Where Customer has incurred any such charges, the right to cancel shall be waived, and Customer shall not be entitled to a full refund unless and until charges incurred are cleared in full.

**All returned Hardware must be in 'as new' condition. This includes all original contents in the original packaging, which must not be damaged in any way.** Return the Hardware to Blueface Hardware Returns Department, 93/94 North Wall Quay, North Dock, Dublin 1, Ireland. Hardware that is not in the original packaging, missing pieces or package inserts, or not in new condition is not eligible for a refund and no partial refunds will be given.

## Returning Hardware

If you suspect that the Hardware purchased by you from Blueface is faulty or defective, please contact Blueface Support at [support@blueface.com](mailto:support@blueface.com).

- If you have been instructed to return Hardware by Blueface Support and Hardware is under the manufacturer's warranty, Blueface will arrange to collect the Hardware from your location and return it to Blueface at our expense, using standard shipping and delivery times. Replacement Hardware will be delivered to you, at our cost, using standard shipping and delivery times.
- If you have been instructed to return Hardware by Blueface Support and the Hardware is not under the manufacturer's warranty, Blueface will arrange to collect the Hardware from your location and return it to Blueface at our expense, using standard shipping and delivery times. Replacement Hardware will be delivered to you, at our cost, using standard shipping and delivery times. Upon receipt of your Hardware, Blueface will test its functionality.
  - If the Hardware is faulty, you will retain the replacement Hardware and

Blueface will invoice you for the cost of the Hardware. Where this occurs, return and delivery costs are paid by Blueface.

- If the Hardware is not faulty, Blueface will return the Hardware to you and will arrange to collect the replacement Hardware from you, which must be returned to Blueface in the original packaging, with all pieces and package inserts, and in new condition. Blueface will invoice you all shipping cost associated with your Hardware (to Blueface and its return) and the replacement Hardware (to Blueface and its return). Any replacement Hardware that is returned to Blueface that is not in its original packaging, with all pieces and package inserts, and in new condition, will be invoiced to you.
- Any returned Hardware that has been damaged while in your control, including water damage or breakage, or is functioning normally as per Blueface tests, is not eligible for a refund and the cost of shipping to Blueface and returning the Hardware to you is your responsibility and will be billed to you.

All Hardware returns are to be sent to us in its original packaging. Send the complete package to: Blueface Hardware Returns Department, 93/94 North Wall Quay, North Dock, Dublin 1, Ireland.

## Refunding Postage

If a customer is looking to return hardware and receive a refund for the postage we must do the following:

- Open a ticket within the Accounts Queue (if there is not one already created)
- If the customer is returning a faulty device and is requesting a refund for the postage this will only be given if the customer is cancelling in their cooling off period or the device is faulty (to no fault of the customer)
- Approval for the refund must be given by your Team Leader on the ticket
- If postage is to be refunded we will need to request a receipt from the customer (no refund will be given without this)
- The customer will need to provide us with their IBAN before we can process the refund
- The ticket will then need to be moved to the Finance Queue with the receipt attached. The Finance Team will then process the refund
- The customer should be advised that the refund can take up to 5 - 7 working days to clear

## Important Notice

In some cases, the Hardware model that is subject to replacement has been discontinued by the manufacturer and is no longer available to Blueface. In those cases, Blueface will provide a replacement that is comparable (or better) in terms of functionality and features as the original Hardware.

All Hardware returned for a refund must be received as full kits i.e. returned with all the accessories (packaging, chargers, headphones, data cable, etc...). Any returned Hardware received that is incomplete will be rejected and no refund credit will be issued. No partial refunds will be given.

Blueface reserves the right to issue a credit to the Customer in lieu of a refund for any Hardware return.