

Refund and Returns Policy

6th January 2023

Complexus Limited is committed to providing the highest quality products and services. However, we understand that, for one reason or another, there may be a time when you may need to request a refund. Please make sure that you check your items carefully before they are used or installed. We also recommend that you store your invoice reference, which can be found in the invoice emails, as you might need it as proof of purchase in the event of any after sales queries.

If you wish to request a refund, raise a dispute or complaint, or just ask a general question please feel free to contact us by one of the following means:

Web: <https://location-services.complexus.uk/contact-us>

E-mail: support@complexus.uk

Telephone: +44 24 7697 5205

Or write to us at the address in the header.

Services:

For services such as design, installation and or general engineering consultancy, that may or may not include products, these shall be covered by the specific terms within each engagement contract. This does not impact the products refund and returns policy covered below. Any disputes or complaints that may arise from such services we provide shall be handled in accordance with any local applicable laws for the supply of services, such as the “The Supply of Goods & Services Act 1982”.

Products:

Once you receive your order, if you decide that you no longer require the item(s) or you have ordered an incorrect quantity, size or colour etc., you may return it to us at the address above for a refund - please ensure you include a copy of your invoice/order number.

When returning a product that is not required or not suitable for your use, the item(s) must be in a resalable condition. We cannot accept the return if the goods have been excessively used and or damaged. Please do not write directly on the products packaging, as this renders the item unfit for resale. This would leave you liable for the full cost of the product(s) as we would be unable to refund the cost. Once you have received your order, if any part of it is damaged, or if an item is faulty, please contact us either by telephone or email as soon as you can. Please make sure you have your invoice reference to hand to enable our team to arrange your return and replacement or refund. To cancel your order, just contact us via any of the methods provided within seven days of delivery of your item(s), quoting your invoice reference. You must take reasonable care of the item(s) and must not use them.

We will always endeavour to arrange collection of any defect/faulty item(s) we supply. However, if it is found that the product is fully functional and was delivered as specified you may be charged for costs associated with the collection. Our returns policy does not affect your rights under [The Consumer Protection \(Distance Selling\) Regulations 2000 \(legislation.gov.uk\)](https://www.gov.uk/guidance/the-consumer-protection-distance-selling-regulations-2000)