

## **Our returns policy**

We want you to be delighted with your purchase but if you are not you can return any item within 14 days of receipt provided that the products are returned complete, in good condition and undamaged.

Custom fitted products can be returned within 90 days of purchase.

**Our returns policy does not affect your legal right to cancel or your legal rights in relation to faulty or misdescribed products.**

We will be happy to make a refund which will go onto the card which was used when you made your purchase, alternatively to a UK bank account in the same name as the order. We are not able to refund any postage charges unless the item is faulty.

## **How long will it take to deal with my return under your returns policy?**

Once your parcel has been received by our team it should take no more than 2 working days to process the return and arrange your refund. Returns are dealt with in the order in which they are received so returns sent by Recorded Delivery may reach us more quickly but do not progress more quickly through the process.

When we have dealt with your parcel we will confirm this to you by email, assuming you have given us your email address. Please remember that it can take three to four days after we have processed a refund payment for it to appear on your credit card statement or appear in your bank account.

If, after sending your return to us, you have not received our email confirmation within 5 working days, email us at [hello@variohearables.com](mailto:hello@variohearables.com) so we can investigate.

## **How do I return something?**

You can send your return by post to us at:-

Vario Hearables Ltd

16 Waterer Rise

Wallington

Surrey

SM6 9DN

Please ensure the items are securely wrapped.

Please always include your full name, a daytime telephone number and your email address in case we need to contact you about the return.

In order that we can continue to improve our products and company, it would be useful if you could let us know the reason for your return.

Parcels are returned at your own cost, and we strongly recommend you obtain a free certificate of postage from the Post Office as we are responsible for your parcel only once it has been received by us. Items lost in transit will not be treated as returned.

## **What if the item is faulty?**

We are always very disappointed on the rare occasions our customers receive a faulty item.

### Universal fit products

If you have identified the fault within 14 days of purchase, then you can return the item under our normal return procedure for exchange or full refund. Make sure you let us know about the fault so we can make sure other items are not affected. We will refund any postage on a faulty item, and ensure you are reimbursed for standard return postage on the item.

If a fault develops outside of the 14 day return period but within the 1 year warranty period, email us at [hello@variohearables.com](mailto:hello@variohearables.com) before you return the item so we can discuss the fault with you and agree the best way forward. Proof of purchase will be required.

### Custom fit products

If you have identified the fault within 90 days of purchase, then you can return the item under our normal return procedure for exchange or full refund. Make sure you let us know about the fault so we can make sure other items are not affected. We will refund any postage on a faulty item, and ensure you are reimbursed for standard return postage on the item.

If a fault develops outside of the 90 day return period but within the 1 year warranty period, email us at [hello@variohearables.com](mailto:hello@variohearables.com) before you return the item so we can discuss the fault with you and agree on the best way forward. Proof of purchase is rarely asked for but we do reserve the right to request it. If you are unable to provide proof of purchase, an exchange or gift voucher to the value of the lowest- selling price for the returned goods will be offered. A refund will be offered regardless if the goods are faulty.

## **Can I return an item I received as a gift?**

Any item, including a gift voucher can be returned in accordance with the policy above. An email will be sent to the person who made the original purchase when the exchange is completed. Refunds can only be made to the original credit or debit card on which the gift was purchased. This does not affect the purchaser's legal rights.

