
INTERNETANYWHERE

UNITS 1 & 2, SKYE ROAD
SHAWFARM INDUSTRIAL ESTATE
PRESTWICK
KA9 2TA
TEL: 01563 851 965

Returns Policy:

All Returns must be sent in Original Packaging. If boxes are not present we cannot refund or exchange the items.

The equipment is covered by 12 months full manufacturers "Return to Base" Warranty from the commencement date; we offer this warranty by default.

(Please note this does not cover engineer call out charge to repair equipment)

We offer a service maintenance agreement which covers - monitoring data usage, 1 x engineer call out per calendar month for re-alignment of dish, replacement of kit.

N.B Call out fee is normally £150.00 + travel/fuel costs

Faulty Goods:

If your product is faulty you are entitled to return it to us for a replacement (we will pay for postage once the product has been inspected by us) subject to manufacturer warranties and timelines.

In order to process the return of a faulty good, please read the following carefully:

- All faulty returns must be authorized by Internet Anywhere before returning. We ask this as manufacturer warranties vary by product and the time frame in which they can

be returned to us varies. It is also essential in order to ensure the correct returns form is filled in before returning your order.

- During any warranty period, details of which will be made available through our website or via our technical team upon request, we shall have responsibility for repair or replacement of our Equipment except that you accept full responsibility for cost of repair or replacement of our Equipment when the damage or problem has been caused by your negligence, misuse, abuse or violation of any part of this Agreement that is out of our control;
- Such repair or replacement may involve the swapping of equipment via our return-to-base (RTB) policy. This involves the delivery to you of replacement Equipment which will only be sent to you or left with you by us (or a third party agent) if the matching piece of potentially defective Equipment is returned and received by us first. It's your obligation to pay the postage to return the item (if applicable). If the returned potentially defective item is tested by us and found not to be faulty, it will be returned to you. If you cannot produce the potentially defective Equipment on request, you accept that we have no obligation to provide you with the replacement Equipment and that any such action will be at our sole discretion and may incur additional Charges including delivery and administration charges.
- Faulty goods can only be replaced once the original has been returned to us.
- All returns should be sent recorded and tracked delivery. This provides proof of our receivership. If we do not receive a returned item that has been sent without tracking, we are not liable to cover the cost or replace this item.
- All faulty goods will be inspected and tested upon return. If the item is found to be working, or damaged due to natural wear or tear, or faulty as a result of human error, it will be returned to the customer. As such, please email or call us if in doubt.
- All items and Original packaging must be included with your return. Failure to do so will result in a packaging fee or loss of entitlement to a replacement or refund.

Returning Items:

- You may return any item within 30 days of receiving it for a refund. You must contact us by telephone or email for a return code. We will refund your card or issue a credit note once we have received and processed the item.
- You may return any item within 30 days of receiving it, for a refund if the product does not work. This must be in original boxing with instructions. We will issue refund once the returned item has been received and inspected by us.

- All items must be authorized by Internet Anywhere before returning by contacting us via email or telephone within the 14 days stating the issue with the hardware. This is essential in order to ensure the correct returns form is filled in before returning your order.
- This returns form allows us to sort and process your order as quickly as possible, only requires a few questions to be answered and is quick and easy to fill in. Failure to complete this form can result in significant delays in processing your refund or credit note.
- All Returns are sent at the expense of the customer.
- We will only refund postage if the return is a result of our error.
- If a product is sent back to us without original packaging we will not refund, exchange or send back to you as per our terms and conditions.

- On termination of this Agreement, or at the end of any agreed Tooway Contract Rental period or SES Rental period, or on cancellation of any part of the Services requiring a part of the Equipment, you will within 14 days of the date of termination or cancellation, unless otherwise agreed with us, return to us at our trading address, at cost to you, as a minimum the indoor satellite modem and the TRIA (combined transceiver from the end of the arm on the satellite dish). If you fail to do so, we reserve the right to continue to charge you for the Services until the Equipment is returned or to charge you an unrecoverable equipment charge which will be £100 per satellite modem and £100 per TRIA. When the Equipment is returned to us, it must be in good condition and in full working order. Otherwise, you shall be liable to us for the lesser of the compensation payment set out above, or in circumstances where (in our sole opinion) economic repair is reasonably feasible, the cost of repair and our reasonable expenses in administering such a repair.

For further information please see our full Terms & Conditions of Business