

Our Refund / Warranty Policy

Please choose carefully we do not normally give refunds if you:

- Simply change your mind
- Make a wrong decision, (ie: wrong model/type)
- Do not have original receipt
- Did use item for a reasonable period of time
- Not in original condition packaging

NOTE: Only store credit can be given

Warranty Returns

- **No warranty on used items** unless otherwise stated unless truly faulty, see bottom)
- Must ring and make a time to **drop off item**
- RA Form must be filed out before item is accepted
- We reserve the right to keep item for several days to verify etc
- Must have original receipt
- Must not be damaged item (ie: caused by misuse/dropping item)
- No replacement given if too close to warranty expiration

NOTE: WE WILL KEEP THE ITEM UNTILL IT'S FULLY VERIFIED, (including correct item, receipt/invoice number, warranty status, correct manufacturer/supplier

This can take several weeks,

If customer needs it urgently, the customer must purchase a new one, no exceptions!!!

Minimum 3 days to process item plus the time manufacturer/supplier requires(2 Weeks to 1 Month Approx)

If any of the above not met **NO REFUND/REPLACEMENT WILL BE GIVEN** (everything must be verified first)

Castle Tech Management

30/08/2005