

### **Intamac Cancellation and Returns Policy**

You may cancel your order by giving us notice of cancellation within 7 working days of the date of delivery; the price offered on the goods remains valid for this period. Such notice may be given by emailing [info@intamac.com](mailto:info@intamac.com) or writing to Intamac, by post at the office address, or by facsimile (standard national call rates apply), all contact details being provided on the Company website ([www.intamac.com](http://www.intamac.com)). On cancellation, you must return the goods to us at your cost and provide the original copy of your Intamac invoice or receipt. All goods must be returned, undamaged, in their original packaging. A full refund for your original purchase will be issued on receipt of goods meeting these criteria.

If you believe you have faulty goods within 7 working days of the date of delivery, please first contact us during working hours on the number specified on the Company website ([www.intamac.com](http://www.intamac.com)) - standard national call rates apply. We may be able to resolve your problem over the telephone. If the problem cannot be resolved, we will either:

- a. Arrange to replace your goods for you. We will need to receive your faulty items prior to shipping a replacement, and a freepost address will be provided. All returned goods will be fully tested before a replacement is issued - we will endeavour to do this within 48 hours of receipt.
- b. Arrange a full refund for you. We will need to receive your faulty items prior to issuing a refund, and a freepost address will be provided. All returned goods will be fully tested before a refund is issued - we will endeavour to do this within 48 hours of receipt.

If the goods are proven to be in good working order after testing, a refund will not be paid and we will arrange for to return the goods to you, **the cost of postage and packaging being payable by you in advance.**

Please note: Goods which have been damaged due to the inability to follow the supplied installation instructions correctly will not be deemed as faulty goods. A replacement or refund will not be provided. Replacement of broken parts may be offered, at the discretion of the senior management of Intamac Systems Ltd.