

Vanguard Power Card - Return Policy

14 Day Money Back Guarantee Terms & Conditions

At Vanguard Communications, we stand by our product! That's why we offer a 14 Day Money Back Guarantee. If for any reason our customer is unsatisfied with the purchase of their Charger, they can contact us within 14 days of signed delivery, and organise to return the product and receive a refund of the purchase price excluding the associated Delivery Cost, subject to the terms and conditions listed below:

1. In order to organise a refund under these terms and conditions, the customer must notify Vanguard Support at support@vanguardcomms.uk within 14 days from signed delivery pickup of their Charger and request a refund under these terms and conditions. The customer must comply with the directions of Vanguard staff in order to facilitate a refund.
2. Where a customer requests a refund in accordance with these terms and conditions, the refund will be for the amount of the purchase price excluding the Delivery Cost as specified in the customer's Order. Only regular priced items may be refunded, unfortunately sale items cannot be refunded.
3. The 14 Day period will commence on the date that the customer accepts delivery of their Vanguard Charger. Where there is no proof of delivery, this date will be assumed to be 3 business days from the date of dispatch of the product.
4. The Vanguard Charger must be returned within 14 days of requesting a refund under these terms and conditions.
5. Returned Chargers must be returned in the original packaging, with all accessories and in re-saleable condition.
6. To return your Charger, you should mail it to the Reply Paid address provided in our response to your email.
7. After receiving the returned Vanguard Charger, we will issue a refund (as specified here) as soon as is reasonably practicable and the customer will be provided with e-mail acknowledgement. Where possible, refunds will be processed by reversing the initial customer transaction. Vanguard accepts no responsibility for any delays that may occur in receiving the refund as a result of any third-party payment gateway.
8. Vanguard reserves the right to make changes to these 14 Day Money Back Guarantee Terms and Conditions without notice.

REFUNDS

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment.

Should the Vanguard Charger not pass inspection based on circumstances beyond our control, a Refund will not be issued.

EXCHANGES

We only replace items if they are defective. If you wish to return faulty items by post, please send us an email with an image and the details of your faulty item to support@vanguardcomms.uk and we will be happy to assist you. We will provide you with a return reference that you will need to use when sending the item back to us.

Depending on your location, the time it may take for your exchanged product to reach you, may vary

SHIPPING

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are only refundable for defective items. If you receive a refund, the cost of return shipping will be deducted from your refund.