

Terms & Conditions for Repairs/Refunds

In the unlikely event of your Starcom1 developing a fault, contact our support staff through the form on the Starcom1 site.

RMA - Returned Materials Authorisation Form

If you do need to return your Starcom1 to us you will need to download the **RMA** form. This should be completed and sent with your items for return. If you wish for a reference number for your return, you can contact us and one will be supplied once the items have arrived and booked into our system. You can then use this number when making enquiries regarding your repair/refund.

Warranty

If your Starcom1 is within its 12 month Manufacturing warranty period, please supply a copy of your invoice as proof of warranty. Your Starcom1 will be repaired free of charge under the terms of our manufacturer's warranty. Your unit will be despatched upon completion of repair, free of charge.

In the event of no fault found there will be a charge of £7.50 (overseas deliveries will incur a charge of £25) to cover the cost of re-delivery. We also reserve the right to charge our standard service charge if no fault is found with the items.

Note (i) – Headsets are considered consumable items, they are covered under a 3 month manufacturing warranty. This does not cover standard wear and tear from use of the headset.

(ii) - The Starcom1 main control hub units are splash resistant; it is designed not to be completely sealed so as to allow it to breathe. It is however internally protected from damp and the odd splash, so please consider its location carefully in order to help prevent excessive water contamination. Look for locations where you are sure it will not get soaking wet.

Of course reasonable care should also be taken when washing the bike, especially if you use a jet wash. You may cover the control box with something e.g. a bag, when washing, but remove the bag afterwards to ensure the unit can breathe or you may cause damage if it is allowed to build up excessive condensation.

Water damage is not covered under the Starcom1 manufacturing warranty, repairs to resolve water damage will be charged.

Non-Warranty

Items which are not within their warranty period will have the following charges applied:

Standard service charge: £25 per hour Delivery £7.50 (UK) or £25 (overseas)

Any necessary replacement parts will be quoted for and you will not be charged for these until we have your approval.

If you decide not to proceed with the repair, the service charge will still be payable as well as the delivery charge if you wish the goods to be returned.

If payment is not received after 3 months from notification of completion of the repair, the items will be discarded.

Items Returned from Overseas

It is very important when sending us any goods from outside the UK to mark the package as 'Returned Goods' or 'Goods for Repair'. Failure to do so will cause UK Customs to charge us import Duty, which is not due since you are not supplying us with new product for sale. We will either refuse any such deliveries or charge you for the cost of Duty payable.

Goods Returned for Refund

Goods for refund must be returned within 7 days of receipt of delivery.

They **MUST** be sent with a completed RMA form, describing the reason for return.

The goods must be returned in their original packaging with all accessories, manuals etc. in an 'as new' condition.

Please allow up to 30 days for refund to be processed if a refund is agreed. Goods returned for refund may be subject to a 25% re-stocking and Administration fee. Used Headsets do not qualify for refund unless they are faulty. For hygiene reasons, we cannot offer refunds for headsets as they are disposed of.

Starcom1 reserves the right to change any of the above terms and conditions at any time with immediate effect.