

RETURNS PROCEDURE

1. Please write to us at returns@ortonsaudiovisual.com with the following information:

Include your full name, address and a daytime contact telephone number
Plus your original Ortons order number or invoice number.

The reason you wish to return the item (for example is it faulty, or was it damaged in transit?)

If faulty, an accurate description of the problem you're having.

We will send you return instructions within five days.

DO NOT RETURN THE GOODS UNTIL YOU RECEIVE A RETURNS INSTRUCTION.

2. You must include.

All accessories/leads/power supplies/manuals, unless specifically instructed otherwise

The original box and packaging wherever possible

If faulty, a covering letter detailing the fault, the circumstances under which it occurs and how it manifests itself.

A copy of your purchase receipt (please do not send the original) or your order number, name & address

Your daytime telephone number and return address.

3. When packing, make sure there are no loose accessories which can inflict damage on the equipment or be damaged

The product is well cushioned, padded and protected, paying particular attention to corners and edges, especially on heavier items such as speakers or subwoofers, the corners of which can easily suffer damage if knocked or dropped

Ensure any spikes or other removable parts which will stick out and are not fixed when goods supplied, are removed and packed safely, prior to wrapping

Mains plugs or other hard, sharp items must be carefully wrapped to prevent dents and scratches during transit.

4. If you do not have the original packing.

Protect corners with double layers of cardboard

Wrap with at least three layers of bubble wrap or equivalent cushioning

Put in a box slightly larger than the item when wrapped, with sufficient further padding to ensure the item will not move around in transit

Screwed up newspaper and shredded paper make excellent filler for all those gaps (this stops the box getting pushed in against the item) and more tightly packed bubble-wrap/cardboard/Styrofoam on corners, edges & vulnerable areas will keep things safe.

Your parcel has to go through an automated sorting hub, so please follow the above advice to ensure it arrives safely.

IMPORTANT: IT IS THE CUSTOMER'S RESPONSIBILITY TO ENSURE THE GOODS ARRIVE SAFELY.

Thank you for taking the time to read and follow these instructions.

You can read more information about our returns policy in our Terms & Conditions.