

Complaints and Returns Policy

At Image Line Communications Ltd we want you to be delighted every single time you make a purchase from us. Though, we know occasionally you may want to return items that are faulty or damaged in transit.

Our complaints and returns policy is very simple.

The easiest and quickest way of letting us know about a problem is to telephone us immediately upon receipt of goods on +44 (0) 207 689 9009 and our helpful staff will be able to assist you with any query you may have. After phoning (or if you have not contacted us by phone) if it has been agreed that you should return the goods, please confirm the "reason for return" in writing to Image Line Communications Ltd., 1A Zetland House, 5-25 Scrutton Street, London EC2A 4HJ or by fax +44 (0) 207 689 8008 within 2 working days of the receipt goods by client or their agent.

If the goods were refused due to damage in transit and signed for as "DAMAGED", the cost of return should be borne by the courier company. Otherwise, the cost of the return will be borne by the client and the goods will be repaired or replaced if the "reason for return" is found to be valid. Image Line Communications Ltd will not refund goods (for business to business transactions) that are: a) in good working order b) repairable c) custom made, i.e. produced to the customer's specifications d) in the possession of the client or their agent for more than 2 working days without informing Image Line Communications Ltd in writing. A refund can be given on standard stock items if the above conditions have been met; this refund would incur a restocking fee of 15% of the total order value. In all cases Image Line Communications Ltd reserve the right to repair or replace goods over refunding monies.

Should the goods be rejected purely under the distance selling regulations (applies to consumer purchases only) then delivery costs and financial costs (e.g. credit card charges) incurred by Image Line Communications Ltd will be borne by the consumer. Refunds in these cases will be refunded upon the receipt of written confirmation of cancellation from the consumer.

The address for any returns to be sent if this is necessary after speaking to one of our very helpful member of staff is as follows:

Image Line Communications Ltd
1A Zetland House
5-25 Scrutton Street
London
EC2A 4HJ
United Kingdom

Once clearance has been given by Image Line Communications Ltd please enclose a note giving the reason for the return, wrap the package securely taking into consideration its contents and dispatch to the above address. In some cases though it may not be necessary to return the item/s after you have spoken to a member of our team and this is why it is always best to do this in the first instance.

For your information, our hours of business are:

9.30am - 5.30pm Monday to Friday On-line 24 hours / 7 days a week

This returns policy does not affect your statutory rights.