

REFUND TERMS AND CONDITIONS

Please read all these terms and conditions.

The CognitoLite can be returned to the manufacturer for a refund of the purchase price of £4650.00, provided the CognitoLite is received within 61 calendar days after the customer accepted delivery of the CognitoLite (when you received the CognitoLite).

The customer or you are responsible for the cost of sending the CognitoLite back to the manufacturer. The customer is responsible for ensuring the returned CognitoLite is adequately insured.

Before sending the CognitoLite back to the manufacturer, the customer should contact the manufacturer either by email or telephone for a return code. No returns will be accepted without a return code.

The manufacturer has the discretion of nominating a third party to receive the CognitoLite for all returns outside the United Kingdom.

The manufacturer or nominated third party must receive the CognitoLite:

1. In the original packaging.
2. Free of any physical blemishes or damage.
3. Working as intended.
4. Clean.
5. The above list is not exhaustive, in essence the CognitoLite must be returned in “as new condition”.

Exclusions

The CognitoLite cannot be returned for refund if any of the following has occurred:

1. The device is damaged in any way including:
 - a. Physically damaged.
 - b. Water or any other liquid damage.
 - c. Damage from using an incorrect power supply with the CognitoLite.
2. The above list of exclusions is not intended to be exhaustive and any form of damage to the CognitoLite will invalidate the refund policy.

The CognitoLite will be examined for any damage prior to refund. In the event the CognitoLite is found to be damaged, all costs incurred to repair the CognitoLite will be deducted from the refund.