

CASH MONKEY REPAIR OR REPLACEMENT WARRANTY

CASH MONKEY STORES OFFER A '2 YEAR' REPAIR OR REPLACEMENT WARRANTY ON ALL OF THE ITEMS IT SELLS.

CASH MONKEY WILL FIRSTLY ATTEMPT, TO ANY 'AGREED FAULTY ITEM', TO BE BOOKED IN FOR REPAIR WITH OUR APPROVED IN HOUSE REPAIRER. IF AN ITEM CANNOT BE REPAIRED, OR IS DEEMED TO BE BEYOND ECONIMICAL REPAIR, A REPLACEMENT WILL BE OFFERED TO THE ITEMS CURRENT VALUE. (PLEASE NOTE AND SEE OUR DEPRECIATION CLAUSE).

IN THE EVENT THAT A REPAIR, OR EQUIVILANT REPLACEMENT, CAN NOT BE SERVICED WITHIN A REASONABLE TIME FRAME (10 WORKING DAYS), A CREDIT NOTE WOULD BE ISSUED.

CREDIT NOTES HAVE NO TIME LIMIT AND CAN BE USED IN ANY CASH MONKEY STORE.

CASH MONKEY DOES NOT OFFER A 'CHANGE OF MIND' POLICY, HOWEVER A CREDIT NOTE COULD BE OFFERED IF THE ITEM IS RETURNED WITHIN 24 HOURS AND IS IN THE EXACT SAME CONDITION AS WHEN THE ITEM WAS PURCHASED. THIS WILL BE DONE AT THE STORES DISCRETION.

UPON AN ITEM BEING RETURNED, CURRENT MARKET VALUE WILL BE APPLIED. THIS WILL CALCULATE TO A 20% REDUCTION FROM INITIAL PURCHASE PRICE FOLLOWED BY A FURTHER REDUCTION OF 8% PER CALENDAR MONTH THEREAFTER. THIS AGAIN WILL BE APPLIED AT THE STORES/MANAGERS DISCRETION AND WILL ALSO TAKE INTO ACCOUNT THE CONDITION OF THE RETURNING ITEM VERSUS WHEN IT WAS ORIGINALLY SOLD.

EXCEPTIONS TO THE ABOVE POLICY AND THAT ARE SOLD AS SEEN AND NOT COVERED BY CASH MONKEY WARRANTY WOULD BE THE FOLLOWING;

- COMBUSTION ENGINES (MINI MOTO'S, QUADS, RC CARS ETC)
- BICYCLES (TYRES, GEARS, CRANKS, BRAKES, WHEELS AND MECHANICAL MOVING PARTS MUST BE CHECKED AND ACCEPTED BY CUSTOMER AT TIME OF PURCHASE)
- WEAPONRY (AIR PISTOLS, RIFLES, CROSSBOWS, LONGBOWS ETC)
- CHARGEABLE BATTERIES – INCLUSIVE OF LAPTOPS, MOBILE PHONES, HEADSETS, WIRELESS CONTROLLERS
- HEADPHONES, EARPHONES, AIR PODS, EARBUDS
- ANY HYGIENE AFFECTED ITEMS/PERSONAL GROOMING ETC
- GAMES CONSOLE CONTROLLERS
- WATER/LIQUID DAMAGE
- ACCIDENTAL DAMAGE
- ALTERATION TO ITEMS ORIGINAL CONDITION
- PHYSICAL DAMAGE
- ANY ALTERATIONS TO SOFTWARE (CUSTOM OS, UNLOCKING ETC)
- UNLOCKING OF A DEVICE BY A THIRD PARTY

- SOFTWARE RELATED (WINDOWS, OS AND OTHER OPERATING SYSTEMS)
- DELIBERATE DAMAGE
- ANY ITEM OVER 3 YEARS OLD FROM THE ORIGINAL MANUFACTURER SALE DATE WILL NOT BE COVERED.
- BATTERIES (IF OLDER THAN 3 MONTHS FROM ORIGINAL MANUFACTURER RELEASE).

ALL OFF ROAD, MINI MOTO, PIT BIKES & QUADS ARE NOT COVERED BY CASH MONKEY WARRANTY POLICY.

ANY 'BRAND NEW' SUPPLIED PRODUCTS MUST BE RETURNED MUST BE RETURNED WITH ALL SUPPLIED ACCESSORIES, ORIGINAL BOX AND PACKAGING AND ORIGINAL PURCHASE RECEIPT.

JEWELLERY RETURNS CAN ONLY BE EXCHANGED, OR A CREDIT NOTE ISSUED, WITHIN 30 DAYS AND ONLY IF PROVEN NOT TO BE EITHER a). GENUINE GOLD, SILVER, PLATINUM OR PALLADIUM b). GENUINE STONE AS ADVERTISED. (DIAMOND, SAPPHIRE, RUBY, EMERALD ETC) SEE ABOVE FOR CHANGE OF MIND POLICY.

PLEASE NOTE THAT ALL OF THE ABOVE MUST BE ACCOMPANIED WITH A VALID CASH MONKEY RECEIPT, (NOT CREDIT OR DEBIT CARD RECEIPT), AND DOES NOT AFFECT YOUR STATUTORY RIGHTS)

**FOR DIRECT CONTACT, COMPLAINTS OR ANY QUERIES PLEASE
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