



## WOW I T WORKS

### Refund Policy

Last Updated

April 18<sup>th</sup> 2025

Thank you for your purchase. We hope you are happy with your purchase. However, if you are not completely satisfied with your purchase for any reason you may return it to us for a full refund or store credit. Please see below for more information on our return policy.

### RETURNS

All returns must be presented within fourteen (14) days of the purchase date. All items must be in new and unused condition with all the original packaging present and attached where applicable.

### RETURN PROCESS

To return an item, please email customer service at [info@wowitworks.co.uk](mailto:info@wowitworks.co.uk) to obtain a Return Authorisation Number (RMA). After receiving your RMA, we can arrange for the item(s) to be returned, inspected and processed.

### REFUNDS

After receiving your item and inspecting the condition of your item, we will process your refund. Providing it meets our criteria, please allow at least (1) days from the receipt of your item to process the request. Refunds may take up to 7 working days to appear on your statement, depending on your provider.

### EXCEPTIONS

The following items cannot be returned.

Mobile Phone Screens, Laptop Screens, HDD/SSD or any data holding devices and any device or component that has been fitted into an existing device

For defective and damaged items, please contact us to arrange for us to consider a warranty replacement. All parts have a 12-month warranty. Validity of this will be assessed at the time of need. We reserve the right to honour warranty at any time.

PARTS and/or LABOUR cannot be covered by warranty in any way if...

- The parts are damaged in any way or if the device has been subject to an environment not suitable for its function.
- The equipment has been used for any purpose other than what it was designed.
- The power source to the device has come from any other source other than the original.
- The work or parts have been touched or interfered with by anyone other than WOW staff.

Please note

Sale items and promotional items are FINAL SALE and cannot be returned.

#### QUESTIONS

If you have any questions concerning our return policy or anything, please contact us at:

01646476119

[info@wowitworks.co.uk](mailto:info@wowitworks.co.uk)