

Returns Procedure

All products being returned to Ciqurix need a GR number, which can be obtained from support@ciqurix.com (for faulty products) or sales@ciqurix.com (for unwanted products).

Anything returned without authorisation will not be processed.

1. Contact Ciqurix to arrange the return and obtain a GR number.
2. Label the item, package it securely, and send it to Ciqurix.
3. We will evaluate the item and either issue a full/partial credit, carry out a repair, despatch a replacement, or issue a quotation. This can take up to 10 working days.

Unwanted Products

Any unwanted products which were correctly supplied within a specified timeframe will be inspected and a credit note issued against the original purchase. The credit will be for the value of the original item less: (a) shipping costs; (b) any required rework where the product or packaging is not in resaleable condition, and; (c) an inspection processing fee.

Products Suspected of a Fault

Any products suspected of being faulty will be inspected and tested by our technicians and a report generated, a copy of which will be made available on request. Products covered under our Advance Replacement warranty will be retained and credited. Products covered under our Return to Base warranty will be repaired/replaced and returned. For any products falling outside our warranty we will issue a quotation and await your instruction. If we do not receive suitable instruction within 28 days of issuing a quotation, we will request payment to cover the cost of returning the product to you. If we do not receive either instruction or payment within a further 14 days, we may destroy or otherwise dispose of the returned product in our sole discretion without any liability to you.

Purchasing Route

Any credit note issued will be against the original purchase of the product, and issued to the benefit of the original purchaser. Unless specifically requested otherwise, any quotation for repair will be sent to the original purchaser of the product.

Improper returns

Where you return a product in contravention of this policy and where you do not have any other legal right to return the product: (a) we will not process the product; (b) we will retain the returned product until you pay us such amount as we require to re-deliver the returned product back to you; and (c) if we do not receive payment of such amount within 14 days of issuing a request for payment, we may destroy or otherwise dispose of the returned product in our sole discretion without any liability to you.