

ScanningPens Returns

We know that you will be pleased with your ScanningPens purchase from Special Needs Computer Solutions Inc. However, there may be occasions when you will need to return items to us. These are the guidelines we will follow:

C-Pen Reader, C-Pen Exam Reader or C-Pen Dictionary Pen Trial Return

If you wish to return a trial pen of the C-Pen Reader, C-Pen Exam Reader or C-Pen Dictionary Pen you have to notify us within 30 days of receipt of the item.

You will be responsible for returning the goods to Special Needs Computer Solutions Inc. at your own cost. The goods should be returned to us in line with our Returns Procedure within 28 calendar days.

Item not Required - excluding trial versions of the C-Pen Reader, C-Pen Exam Reader or C-Pen Dictionary Pen

If you wish to return an unwanted product we will be happy to refund or exchange the product providing it's in fully resaleable condition and you have notify us within 14 days of receipt of the item. Please see below for exceptions to this policy.

If the product returned is not in fully resaleable condition or the packaging is damaged, we do reserve the right to refuse a refund on the item, or deduct up to 20% of the original selling price from the refund amount.

When you buy online or by phone. This means if you as the purchaser notify us in writing of your wish to return an item within 7 working days of receiving it, we will refund you for the goods and original delivery charge (but not for any other service provided to you in connection with your purchase, e.g. gift wrapping) within 30 days.

You will be responsible for returning the goods to Special Needs Computer Solutions Inc. at your own cost. The goods should be returned to us in line with our Returns Procedure within 28 calendar days.

You cannot return:

- personalized goods
- software downloads & activation codes
- unsealed CDs and DVDs, except where a fault has been discovered that could not have been identified without unsealing the goods.

Faulty Product - Under 28 days

If you receive goods that are faulty or incomplete on arrival you must notify us within 28 days of receipt of the item. The goods should be returned to us in line with our Returns Procedure.

If the goods are less than 28 days old you have the option of a refund or direct replacement.

If the goods you have returned are not found faulty by our trained technicians the goods will be returned to you at your cost.

Faulty Product - Over 28 days (Manufacturer warranty repair)

All new ScanningPens goods supplied by Special Needs Computer Solutions Inc. have a 12 months manufacturers' warranty period from the date the goods were delivered (unless otherwise stated).

This warranty does not apply to used goods or cover you for any defects in the goods arising from fair wear and tear, willful damage, accident, negligence by you or any third party, use otherwise than in accordance with its intended use, failure to follow the manufacturer's or Supplier's instructions, or any alteration or repair carried out without the prior written approval of Special Needs Computer Solutions Inc.

Please note, in all instances Special Needs Computer Solutions Inc. shall not be liable for incidental or consequential damages or expenses, including but not limited to lost profits or other economic or commercial losses.

If the goods are over 28 days old we will test the product for the fault. If the faulty is verified we will:

- Try to repair the item
- If we are unable to repair we will replace with the same item

- If we are unable to replace we will issue a refund in line with our refund policy

If the goods you have returned are not found faulty by our trained technicians the goods will be returned to you at your cost.

Products Damaged On Arrival (DOA)

If you receive goods that you believe have been damaged in transit, you must notify us within 7 days. If the items are visibly damaged on receipt, it's best to sign the carrier's delivery note accordingly. The goods should be returned to us in line with our Returns Procedure.

Once we have received the goods back we will review the product for the damage. If the damage is verified we will either:

- Replace with the same item
- Refund in line with our refund policy.

If the goods you have returned are not found damaged by our trained technicians the goods will be returned to you at your cost.

Wrong Item Delivered

If, by mistake we supply you with the incorrect item, you must notify us within 7 days. The goods should be returned to us in line with our Returns Procedure.

Once we have received the goods back we will confirm that it is in fact an incorrect item and either:

- Replace with the correct item
- Refund in line with our refund policy.

Extra Items Delivered

If, by mistake we supply you with extra items you must notify us immediately. The goods should be returned to us in line with our Returns Procedure.

If you do not adhere to this procedure and are found to be in possession of goods that you have not paid for, you will be charged for the goods.

Used Goods

Wherever possible, previously used goods will be highlighted as being so, on the website at the time you place your order. All Used Goods supplied by Scanning Pens Ltd are warranted free from defects for 90 days from the date of supply (unless otherwise stated). If Used Goods develop a defect during the 90 day warranty period, you should follow our Returns Procedure.

In the event of a valid claim for a defect in the Used Goods, Special Needs Computer Solutions Inc. will either:

- Repair the Used Goods
- Replace those Used Goods, if we have the same Used Goods available at the same price
- Refund in line with our refund policy.

If the goods you have returned are not found faulty by our trained technicians the goods will be returned to you at your cost.

Returns Procedure

You must retain possession of the goods and ensure that the goods are kept in the same condition as they were when they were delivered until such time as the goods are either collected by us or delivered back to us by you.

Please then login to your account and visit your order history page.

Then suitably pack all items in their original unmarked packaging complete with all accessories and documentation, remembering to include the "Returns" label you obtained above. Clearly mark on the outside of the parcel your RMA number. Items returned without an RMA number clearly shown on the outside of the parcel may be refused.

Lastly either:

- Apply the courier's label that we email you to the outside of the parcel and then be at the shipping address on the day of the courier's scheduled shipping.
- Arrange yourself to return the parcel via a trackable service as we cannot be held responsible for parcels lost in transit to the address we email you.

Please note:

We recommend that you arrange to return the parcel yourself but if you need us to, we can arrange to collect a parcel within the Canada. Please contact us if you would like us to collect the parcel.

If we arrange shipping and the items are being returned due to "Faulty Product" or "Products Damaged On Arrival (DOA)" and the goods are found not to be faulty/damaged or you are returning due to the "Item not Required", you will be charged the shipping cost.

If you arrange shipping and the items are being returned due to "Faulty Product " or "Products Damaged On Arrival" and the goods are found to be faulty/damaged or you are returning due to the "Wrong Item Delivered" or "Extra Items Delivered", we will reimburse your reasonable return carriage costs, please forward a copy of the receipt showing the amount you paid.

ScanningPen Refund policy

If you are eligible for a refund, we will refund you back to the payment method you used when you originally paid for your order. Please note: It is your responsibility to notify us of any changes to your card details i.e. you no longer have that account. Refunds can take up to 30 days to process.

Returning a gift: We are happy to exchange faulty products that have been sent as a gift. If a refund is required however, please note that refunds of the purchase price for items bought as gifts can only be given to the original purchaser.

Note: Store Return Policy supersedes this Product's Return Policy.