

# Returns

## Thirty (30) Days Return Policy

If, for whatever reason, you are not satisfied with the purchased product, you may return the product within 30 days of the purchase date.

### Return Procedure

1) Contact us at [www.pixiogaming.co.uk/support](http://www.pixiogaming.co.uk/support) or [support@pixiogaming.co.uk](mailto:support@pixiogaming.co.uk) and let us know you want to return your product with reason. Any additional feedback is welcome and important for us to improve our products and services.

2) Once we receive your item, we will inspect it and notify you that we have received your item.

3) All return items must be in the original condition with all parts, contents and documents.

4) All missing parts, contents, and documents will be subject to a re-stocking fee. Refer to the restocking fee chart below for applicable charges.

### Packing and Shipping for return

Please note that improperly returned shipments will not be accepted.

Make sure to use corrugated box with cushioning material such as foam or bubble wrap and packing peanuts to avoid damage during the transit.

If you do not have the original package and if you need packages and inner cushion for safe shipping back to Pixio, we can send packages and cushions at your cost. Please contact us for your need. Materials are subject to availability.

Missing or Damaged Parts Re-Stocking Fee		
Missing Parts	Power Adapter	£25
	Display Connection Cable (DP, HDMI)	£10
	Audio Cable or Power Cord	£5
	Manual, Any Documents	£5
	Monitor Stand (any parts missing)	£50
	Free Game Code (used or missing)	£10
	Damaged Package	£5

5) If your return is approved, we will initiate a refund by your original method of payment.

### Shipping

You will be responsible for shipping cost for returning items.

Shipping costs are non-refundable and all charges related to shipping and duty will be deducted from the refund amount, if applicable.



We highly recommend using insured, tracked shipping when returning products, as we will not be able to refund any items lost or damaged during transit. Please make sure to provide us, via email, the tracking number as soon as it is made available.

**Exclusion**

Unless the products have been deemed defective by Pixio, Clearance or Final Sales products are non-refundable.

Product or product description that is marked "Non-Refundable"

Gift cards or coupons are not refundable.