

1. Right to Cancel

If you are a customer based in the European Community, you are permitted 14 calendar days from the receipt of your completed order to cancel it if you change your mind. You must notify us in writing of your intention to cancel by using the “cancellation form” below. Complete the form with as much detail as possible and then either email the form to sales@aerocatch.com or post it to:

Cancellation Form.

UK Post:

AeroCatch, Unit D, Seymour Wharf, Steamer Quay Road, Totnes, TQ9 5AL

US Post:

AeroCatch, 16761 Burke Lane, Huntington Beach, CA 92647

All products returned due to customer cancellation must be in their original packaging, unused and undamaged. The goods must also be returned within 14 calendar days to the relevant facility. If informing us by post you should allow the time taken for the postal service in order that we receive your cancellation within the 14 days.

2. Faulty Goods & Returns

All of our products undergo a strict quality inspection prior to being packaged. If however you have received a faulty Aerocatch then you should in the first instance contact the Aerocatch team via phone, email or in writing. All of the contacts details are on our “contact us” webpage.

Additional information such as: Your name,
Your order number,
The product code bought,
A description of the fault
Pictures if available

will be needed prior to returning the goods.

Once you have been given your reference number to return the goods, you should print out the relevant returns label below, fill out all of the information and post it back along with the original invoice.

All postage fees to return faulty goods are free.

3. Refunds

Once we receive your goods back we will email you (if your email address is registered) to let you know that the goods have been received back. Refunds will be made into the account which was used to purchase the goods originally and will be made within 14 calendar days of receiving the goods back. It may however take up to 7 days for the refund to show against your account depending on your bank.

The refund will include the original cost of postage minus any expediting fees which were placed against the original order.

4. Exchanges

Unfortunately we do not offer an exchange facility. You will need to return your product following the simple returns process and then order a replacement.