

## Returns Policy

Returns to Shopatlantek.net require the completion of an [RMA request form](#). Upon completing your Return Request you will be advised as to whether your return has been accepted and given further instructions on returning the product. In some cases the customer will be required to contact the manufacturer directly to authorise a return. Shopatlantek.net will advise customers in the event of such cases.

### **Return Form**

Unwanted or unsuitable products may be returned to Shopatlantek.net within 14 working days of receipt of goods. This is in line with the "Distance Selling Directive" as long as the goods are not opened and the packaging remains in an 'as new' state. The goods must be in a resaleable condition i.e. pristine condition and factory sealed. In such cases standard RMA procedures still apply. Please note that this option is only available for home users only NOT business users.

### **Return Privileges**

Shopatlantek.net allows customer returns based on the policies of the original product manufacturer and that of our suppliers. Software is not returnable if the packaging has been opened. If software was distributed electronically, it is not returnable if the licenses were downloaded. Where a product is returned mistakenly as faulty a 15% restocking fee will apply excluding all other delivery charges.

### **Product Return Policy**

Manufacturer restrictions apply to certain products, as detailed below and as updated on occasions. Customer may obtain additional details by emailing [info@atlantek.net](mailto:info@atlantek.net)

### **Return Restrictions. Defective Product Returns.**

Customers may return most defective Products directly to Shopatlantek.net within thirty (30) days of invoice date and receive, at Shopatlantek.net's discretion, a replacement, an exchange, or repair. After thirty (30) days, only the manufacturer warranty applies.

### **Non-Defective Product Returns.**

Customer may return most non-defective Products directly to Shopatlantek.net within 14 working days of delivery date and receive, credit, a refund or exchange. This 'cooling off period' is not applicable to business customers.

### **Restricted, Manufacturer-Only Assistance.**

Certain Products cannot be returned to Shopatlantek.net for any reason—without exception—and Customers may be required to contact the manufacturer directly for

any assistance. More information may be provided through the links provided on the Support section of the site.

**Returns Policy: Special Orders.**

Products that are specially ordered may be non-returnable or may have unique return restrictions on returns provided at the time of sale.

**Return of Software or DVDs.**

Shopatlantek.net at its discretion can offer refunds only for unopened, undamaged software and DVD movies that are returned within 14 days of receiving goods (Not applicable to Business Customers).

**Customer Shipment of Returned Product.**

**Return Merchandise Authorisation (RMA) Number:**

No returns of any type will be accepted by Shopatlantek.net unless accompanied by a unique RMA number, which Customers may obtain by providing the following information in the online returns form. You will be advised as to whether your return has been authorised or denied, and given further instructions on returning the product. Customer has five (5) days to return a Product after the applicable RMA is issued. Shopatlantek.net reserves the right to refuse any UNAUTHORISED returns: those that occur after the five (5) day period or those involving Products that are unaccompanied by valid RMA's.

**Please note:** RMA processing can take up to 4 business days to process. RMA numbers should be clearly displayed on the outside of the shipping packaging in the event of return.

Once you receive your RMA number, you can send your return via courier, registered post or hand-deliver to: **(Goods will not be accepted at this address without a valid RMA)**

**Atlantek Computers Ltd**  
**The Square,**  
**Belmullet,**  
**Co Mayo**

**Returned Products Must Be Complete.**

All Products MUST BE returned one hundred percent (100%) complete, including all original boxes, packing materials, manuals, blank warranty cards, and other accessories provided by the manufacturer. Shopatlantek.net reserves the right to refuse the return of incomplete Products or to charge €40 or 15% of item/order to be

cancelled or returned whichever is higher, this only applies to business customers and is at **our** discretion

**Responsibility for Shipping Costs.**

The Customer is responsible for the cost of shipping returned items in the case of faulty, unwanted or unsuitable goods; Shopatlantek.net is responsible for the cost of shipping replacements or exchanges of returned items which are faulty and will match Customer's shipping method where possible.

**Customer Shipping Insurance.**

The Customer is strongly advised to purchase full insurance to cover loss and damage in transit for shipments of returned items and to use a carrier and shipping method that provide proof of delivery. Shopatlantek.net is not responsible for loss during such shipment.

**Returns by Phone**

There is absolutely no communication by phone regarding returns issues. All returns requests should be submitted using our online returns tool. All queries regarding returns must be submitted through email.