

Returns policy:

We want you to be completely satisfied with your purchase. If you are not, simply return the items you don't want in as new condition within seven (7) days and we will refund your money or exchange the item subject to the returns policy below:

- 15% restocking fee on returns or exchanges
- No returns after seven (7) days
- Shipping damage must be reported to the carrier within five (5) days
 - Return Authorisation required for any Return, Credit or Exchange.
 - We reserve the right to refuse any item returned to us without a Return Authorisation number.
 - RA's once issued are valid for 7 days. No credit will be issued if returned after the 7-day period.
 - Claims for shipping errors or shortages must be made within 14 days of receipt of order
 - No credit given on returns after 30 days.
 - Defective Parts will be replaced within the warranty period.
 - Returned items that are in unsaleable condition, or are missing parts, will be charged a restocking fee or returned at our discretion.
 - You can expect a refund in the same form of payment originally used for purchase within 7 to 14 business days of our receiving your return.
 - Please note that we can refund shipping costs only if the return is a result of our error.

Return Authorisation:

Signals (NZ) Ltd does require that you use a return authorisation number when returning defective merchandise to us. Please contact us regarding this at sales@signals.net.nz

Once you have obtained a Return authorisation Number:

- Include a packing slip with the items you are returning, wrap the package securely, and ship the package pre paid to:

Signals (NZ) Limited
Returns
8 Manor Place
Dunedin, 9000
New Zealand

- Please indicate reason for return.
- Please include a copy of your original invoice.
- Put return authorisation number on outside of shipping carton.
- We will not be responsible for items lost or damaged in transit back to Signals (NZ) Limited.

Note: A copy of your invoice is required with any warranty claims or returned items.

Problems, Questions, Suggestions?

If you have any problems with your order, please don't hesitate to e-mail us at: sales@signals.net.nz