



GreenIT Exchange

Returns Policy

We hope that you're pleased with your purchase from, however we do understand that occasionally, you may need to return goods to us. We've set out below the main reasons why goods tend to be returned, please read all of the categories and follow the returns process which you feel applies to you.

Questions & Answers	
Packaging damaged (goods damaged what do you do?	Do not sign for delivery until you check for damaged to equipment, if damaged as courier to return goods to us and contact cs@greenitexchange.com within 5 working days
Not happy with your goods	Contact cs@greenitexchange.com review T&C
Do I get my money back	When we receive the good back in the same condition as sent you will receive a refund. Goods damaged in returns process to greenitexchange.com , the customer must cover return courier cost and damage
I am a student what warranty do I have	30 days
I am a school/university/college what warranty do I have	60 day

CUSTOMER REASON CODES	You must advise us within 5 days of delivery if there are any problems with your goods e mail us at cs@greenitexchange.com
GDA	Goods damaged on delivery a photo may be requested to support customer query.
GNR	Good not received. Contact us asap. We shall contact courier for proof of delivery (if in dispute).
What if I do not agree with decision	See our T&C greenitexchange.com hold right to decision (30 days appeal process) contact director@greenitexchange.com
When should I expect delivery	1-5 days
Can you delivery to my school/university college	Reduce carbon footprint single location delivery contact cs@greenitexchange.com

