

Returns

You must inform Alpha-Electronics you wish to cancel the goods that you ordered online within 14 days from when you receive your goods.

We will accept the return of orders if you can provide:

1. The equipment in its original condition as sold, and has not been used.
2. All accessories supplied with your product are present (if the product is a kit, everything must be returned).
3. The goods in their original, undamaged packaging.
4. Proof of purchase (e.g. receipt or order email etc)

Your right to cancel

Your right to cancel an order for goods starts the moment you place your order and ends 14 days from the day you receive your goods.

If your order consists of multiple goods, the 14 day period runs from when you get the last of the batch.

This 14 day period is the time you have to decide whether to cancel, you then have a further 14 days to actually send the goods back.

Your right to a refund

You should get a refund within 14 days of either the trader getting the goods back, or you providing evidence of having returned the goods (for example, a proof of postage receipt from the post office), whichever is the sooner.

If the retailer has offered to collect the goods, it should refund you 14 days from the date you informed it you wanted to cancel the contract. So, this means you don't have to wait for the retailer to have collected the goods to get your refund.



However, we cannot accept the return of:

Software and media products if they've been opened (it is your responsibility to check software compatibility)

Software/hardware unlock codes once they've been issued

Special ordered items or products which have time sensitive gas detection cells

Non-catalogue products, i.e. specially manufactured products

ESD sensitive devices where the integrity of the shielding packaging has been opened

Service items such as calibration

Consumables such as PPE, opened leads and batteries

How to Return an Item

1. Give us a call:

- Northern - 01942 886 993
- Wales & West - 01633 853 803
- Southern - 01622 690187

2. We will issue you with an RMA (Return Merchandise Authorization) number.

3. Securely package the goods you are returning.

4. Write your RMA number clearly on the packaging.

5. Return goods to the below address via a recorded delivery service:

Southern Region

6-7 Spectrum Business Est,
Bircholt Rd, Maidstone,
Kent,
ME15 9YP

Northern Region

35 Gibfield Park Avenue,
Atherton Manchester,
M46 0SY



Wales & West Region

7 Waterside Court Est
Albany Street, Newport,
South Wales,
NP20 5NT

Any goods that are lost or damaged in transit will be held as your responsibility, so this is an important process.

Note: The returns policy doesn't affect your statutory rights. Read the full returns policy in terms and conditions.

What Will Happen When I Return the Goods?

A full refund of the original purchase price will be made within 14 days of Alpha receiving the goods or you providing evidence of having returned the goods (for example, a proof of postage receipt from the post office), whichever is the sooner.

If we have offered to collect the goods, we should refund you 14 days from the date you informed it you wanted to cancel the contract. So, this means you don't have to wait for the retailer to have collected the goods to get your refund.

Returns delivery charges are met by the customer unless the goods are found to be faulty.

Order Discrepancies

If you have a problem with your order don't hesitate to contact us on the numbers listed above and we'll be happy to rectify the problem.