



Refunds Policy

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1 Scope

This policy aims to outline the conditions to be met by the customer to qualify for a refund. It also outlines Elite Group IT's responsibility to refund the customer in the event of a cancellation or change of service.

2 Refunds for New Customers

If you are a new customer who has purchased services and/or equipment from our company, you may cancel your purchase and receive a full refund within 14 days of receiving the service or equipment (the "Initial Period"). However, you must return the equipment to us in its original packaging and in good condition, complete with all original parts and proof of purchase.

If you cancel within the Initial Period, we will refund you the price of the equipment and all charges associated with the services that you originally purchased, other than for any calls or data that you have used. However, you will be responsible for paying for any charges that may take longer to be billed, such as calls.

If you purchased the equipment directly from us, we will bear the cost of returning it as long as you follow our returns procedure. Otherwise, you will be responsible for the cost of returning the equipment.

3 Refunds for Existing Customers

If you are an existing customer and you wish to cancel your services, you may do so at any time. Cancellations need to be read in conjunction with our terms and conditions. We are not obliged to refund you for any unused services that you have paid for in advance.



4 Refunds for Equipment

If you are not satisfied with the equipment that you have purchased from us, you may return it to us within 14 days of receiving it for a full refund. However, the equipment must be returned in its original packaging and in good condition, complete with all original parts and proof of purchase.

5 Refunds for Services

If you are not satisfied with the services that you have received from us, you may contact our customer service team to discuss a refund. We will review your case and determine whether or not you are eligible for a refund.

6 General Conditions

All refunds will be processed within 10 business days of receiving the returned equipment or receiving your request for a refund. Refunds will be issued to the original form of payment.

We reserve the right to refuse a refund if the equipment is returned in damaged condition or if the customer has violated our terms of service.

7 Questions?

If you have any questions about our refund policy, please contact our customer service team.

8 Document Information

Date	Version	Author	Notes
30/10/2023	DRAFT	Rodger Williams	Document draft created
02/11/2023	V1	Rodger Williams	