



Your Shopping is Over ; Our service Goes on

At HSUUK we strongly believe that Customer satisfaction is of the utmost importance, so if on receipt of your item you are unsatisfied then please do not hesitate to contact us. We will always try to rectify any problems. Please remember in leaving negative/neutral feedback everybody loses, **with a quick e-mail** (vip@hsuuk.com) or contact us through ebay to see if we can resolve your issue!

Return Policy

In line with our policy and trading law we operate a 14-day no questions asked return policy. All returns must be accompanied by your name, ebay user ID and your PayPal email address (to verify the refund payment). Please email us at vip@hsuuk.com to notify us that you are returning an item so we can prepare your refund or replacement. The item must be returned in the original packaging with all accessories/manuals and the customer has to pay the necessary shipping charges to return the item. A replacement or refund will be issued within 3 working days of us receiving the returned item. We reserve the right to charge a 10% restocking fee* for all non-defective items that are returned*, however if the item is faulty then we will give a full refund. (*Only applies if the item is not returned in its original condition.)

An example Real Return Money

| You Bid/Buy | Postage U Paid On eBay | Total U Paid | Real Postage Fee | Final Return to U |
|-------------|------------------------|--------------|------------------|-------------------|
| £50 | + £0.00 | £50 | (-) £5.00 | £45 |
| €30 | + €5.00 | €35 | (-) €5.00 | €30 |
| \$70 | + \$6.00 | \$76 | (-) \$6.00 | \$70 |

Law, Policy we follow:

The Trade Descriptions ACT 1968

The Sales of Goods ACT 1979

The Consumer Protection (Distance Selling) Regulation 2000

The Electronic Commerce (EC Directive) Regular

Returns Note

Please place the return summary along with the items you are returning inside the parcel and attach your full details to the outside of the parcel.

Replacement

Refund

Fix

Date of Purchase : _____

Quantity: _____

eBay item number : _____

eBay Buyer ID : _____

Paypal

UK Cheque / UK Postal Order

Bank Transfer (HSBC UK)

Customer Full Name : _____

Buyer Address : _____

Paypal Email : _____

NOTE :