



In Phase International

Delivery and Returns Policy

Please read the new delivery and returns policy for In Phase International Ltd, This will take effect from the 1st November 2008, These will be the new pricing structures going forward unless otherwise stated on a special offer sheet sent out monthly.

Delivery

Free delivery on all orders of £100 or over off In Phase stock. This includes XTB and XTP products. Plus if you order over £100 worth of In phase stock with Japanese branded stock the free delivery still applies.

Free delivery on Japanese branded stock if over £500 worth of stock ordered. This includes price matching (subject to verification). This includes any type of product to be ordered.

Returns Policy.

On In Phase products the returns policy has been updated to offer advance replacements for Faulty on fit items. The replacement unit is sent out free of charge and a collection is also arranged free of charge.

The unit being sent back needs to be complete with all parts back in the box and undamaged. (Cosmetic damage is excluded) Once the item has been returned to us a credit will be given on the advance replacement.

If the item returned proves not to be faulty then a £20.00 charge will be applied to the account for delivery costs and the product item will be returned to the customer.

On In Phase warranty items the collection of the goods is free of charge. The items will then be repaired or replaced (At In Phase discretion) depending on the fault and then sent back free of charge.

The returns policy on Japanese branded products has been updated to include free delivery of the repaired/replacement unit once the original has been sent back to us at the customers cost. For faulty on fit units the customer is responsible for returning the unit to us and then we will repair / replace the unit and send out free of charge.