

Refund Policy for Physical Products purchased on-line

Thank you for purchasing our products at www.collinsperformance.com or by telephone or e-mail order

We want you to be confident in your purchase

You may return your purchase for a full refund if you are not entirely satisfied with your purchase or have simply changed your mind.

To be eligible for a refund, you must notify us within fourteen days of receipt of your purchase. You have an additional fourteen days to return the product. The product must be in the same condition that you receive it and undamaged in any way. You must return the product at your own expense.

For items purchased through a third party such as Amazon, e-Bay you must follow the return of goods instructions specified by them.

After we receive your item, we will inspect it and process your refund. The money will be refunded to the original payment method you have used during the purchase. For credit card payments it may take 5 to 10 business days for a refund to show up on your credit card statement.

If the product is in anyway damaged or faulty, you must notify us within 3 days of receipt of your items. We will collect and replace the items at our expense or provide a full refund. You must return the item in its original packaging. Should the product fail after fourteen days please follow the instructions in our terms of warranty for the particular item.

If anything is unclear or you have more questions, feel free to contact our customer support team at admin@collinsperformance.com or calling +44(0)1260-279604 during office hours.

Refund Policy for Software/Software Devices/iFlash Human interface Devices

Software and dedicated interface devices are excluded from our refund policy and if found to be faulty you should contact us immediately to resolve the issue +44(0)1260-279604 or e-mail admin@collinsperformance.com

Please refer to our standard terms and conditions Section 27.0 for additional information regarding your rights.