

Vectoring Returns Policy

All items are eligible for return within 14 days of the date you received them.

A full refund will be issued to items that are new in their original packaging and with no missing parts or damage. (Special conditions apply).

For defective or damaged products, please submit a request to arrange a refund or exchange under our Warranty Policy.

Please complete the returns form, package the item securely before sending it back, we will not be responsible for any damage occur during transit.

Processing your refund

You will receive your refund of the actual amount paid on the items; this will include any discounts applied at point of sale.

All refunds will be issued to the original payment method that was used to complete the purchase. If your credit card has expired or is cancelled, please contact us at support@vectoring.uk.

You should expect to receive your refund within 15 days from the day we receive the item. It can then take up to 5 days for the refund to reach your bank.

If you have waited longer than this specified time period for your refund, please contact us with your order reference number at support@vectoring.uk.

Incorrect Orders

Please check your product as soon as you receive it. If you did not receive the exact item you ordered, please submit your claim within 5 working days after receiving the item to receive an exchange or refund. We will pay shipping costs inf the wrong item was dispatched.

Any claim made after 5 working days will not be considered for exchange or refund.