

RETURNS

In the event that a Product ceases to function normally during your Trial or Subscription Period, please notify Astaris by email sensee@astaris.co.uk or call 01273 359 133 as soon as possible.

An engineer will troubleshoot the device to attempt to rectify the issue. If the fault cannot be remedied remotely Astaris shall, as soon as reasonably possible, but within no more than 14 calendar days from the date upon which it was notified by you, will ship to you a replacement Product and arrange collection on the non-functioning product for inspection.

In the event that the Product needs to be returned, a 'returns' number will be provided. Please clearly write the returns number on the outside of the package.

If you are returning the Product yourself please send to:

Astaris Returns
Unit 9, Riverside Business Centre
Brighton Road
Shoreham By Sea
BN43 6RE

Please ensure when returning a product that it has been sufficiently packed in protective material to prevent further damage.

DELIVERY COSTS

All orders are dispatched via courier for next working day delivery

UK Mainland
Product packages (multiple Sensors / Gateways)
flat fee £15.00

Individual Sensor or Gateway £5.25

Replacement parts £3.99

Northern Ireland +£15
Southern Ireland +£15
Isle of Man +£25
Isle of Wight +£15
Scotland Highlands +10

Channel Islands (Jersey / Guernsey) +£26.50
Channel Islands (Alderney, Herm, Sark) +£45

All prices are ExVAT