

MyPlayer Delivery, Returns, Refund and Cancellation Policy

MYPLAYER LIMITED: RETURNS POLICY FOR SALES AND CLAIMS UNDER OUR MANUFACTURERS WARRANTY. THIS RETURNS POLICY IS TO BE READ IN CONJUNCTION WITH OUR ONLINE TERMS AND CONDITIONS OF SALE AND ANY APPLICABLE MANUFACTURERS WARRANTY OFFERED BY US.

1. When you can make a return.

1.1. When you purchase goods from us you can end your contract with us and return your product(s) for any reason permitted in our terms and conditions of sale

www.myplayer.io/terms-of-sale

1.2. If you make a claim under our manufacturers warranty www.myplayer.io/warranty-policy you will need to return your product to us in order to receive a repair, replacement or refund (the remedy provided will be determined by us in accordance with our manufacturers warranty terms www.myplayer.io/warranty-policy)

2. How to return your product.

2.1. If you end the contract for the purchase of goods from us for any reason after the product(s) have been dispatched to you or you have received them or if you wish to make a claim under our manufacturers warranty www.myplayer.io/warranty-policy, you must return the product(s) to us. You must obtain a reference number directly from the Product Support Centre. This can be requested from your Account Manager or via email:

team@myplayer.io

2.2. You must post the product(s) back to us using the details provided to you when you contact us.

2.3. All returns must be sent back to MyPlayer, Arch 12, Raymouth Road, London, SE16 2DB or to the address of the in-country support provider

2.4. **Please note:** We recommend that you send goods by tracked or recorded delivery as the goods remain your responsibility until they are received by us or our nominated in-country support provider.

3. Costs of return.

3.1. If the return is being made within the first 28 days of purchase you will be provided with a returns label. This will enable you to return the goods to us or our nominated in-country support provider. If a repaired or replacement product is to be provided (for example under our manufacturers warranty www.myplayer.io/warranty-policy) we will then return the repaired goods or their replacement (as appropriate) to you at our cost.

3.2. After 28 days of purchase then the cost of shipping the return to the Product Support Centre or our nominated in-country support provider is to be borne by the customer. We will then return the repaired goods or their replacement (as appropriate) to you at our cost.

4. How we will refund you.

4.1. If you are entitled to a refund under our terms and conditions of sale www.myplayer.io/terms-of-sale or if we elect to provide you with a refund under our manufacturers warranty www.myplayer.io/warranty-policy we will refund you the price you paid for the product by applying credit to your account.

4.2. However, we may make deductions from the price, as described below.



4.2.1. When we may make deductions from refunds:

4.2.1.1. We may reduce your refund of the price you paid for the product to reflect any reduction in the value of the goods e.g. if they are not in a resellable condition.

4.2.1.2. if we refund you the price paid for the product before we are able to inspect the goods and later discover you have handled them in an unacceptable way, you must pay us an appropriate amount – we will notify you what this amount is in the event that this clause applies.

4.2.1.3. Where you are required to pay us compensation under clause 8 or clause 10 of our terms and conditions of sale.

www.myplayer.io/terms-of-sale

4.2.1.4. The maximum refund for delivery costs will be the cost of delivery by the least expensive delivery method we offer. For example, if we offer delivery of a product within 3-5 days at one cost but you choose to have the product delivered within 24 hours at a higher cost, then we will only refund what you would have paid for the cheaper delivery option.

5. When your refund will be made.

5.1. We will make any refunds due to you as soon as possible, normally within 14 days from the day on which we receive the product back from you.

6. How to contact us.

6.1. You can contact us via your Account Manager or by writing to us at team@myplayer.io and/or MyPlayer, Arch 12, Raymouth Road, London, SE16 2DB, England.

6.2. If you would like technical support or assistance, please contact team@myplayer.io .

