

Refund & Returns Policy

Refunds

In order to be eligible for a refund, you will need to return your product to us within 30 calendar days of your receipt of the product. If more than 30 days have passed since your purchase, we unfortunately cannot offer you a full refund unless we suspect the tracker to be unusable for reasons strictly related to or caused by the hardware itself, or our firmware/configuration of the hardware.

To be able to qualify for a refund, your item must be unused or undamaged, and in the same condition in which you first received it. It must also be in the original packaging.

Once your return is received and inspected, we will send you an email or reach out via telephone to notify you that we have received your returned item. If you have requested a refund, we will also notify you of the approval or rejection of this.

If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within a reasonable time period.

Tracking Fees

Trackit247 Live GPS Trackers are designed to be self-monitored. We are a small, tight-knit team who try our best to check in on our customers as frequently as possible, but we do not currently have the capability or resources to keep live tabs on all of our customers' trackers, ourselves. This is made clear to all of our customers at the time of purchase. Therefore, if a fault occurs with your product and we are not notified by yourself, refunds will not be provided for tracking fees paid during the period in which the tracker was faulty.

You can ensure that you are notified of any important updates on your account, by making use of our motion, geo-fence breach, and low battery/disconnect alerts; all of which are discussed in the Software Solutions section of this website.

Late or Missing Refunds

If you haven't received your refund within 2-3 working days of receiving your approval from us, please contact us at accounts@trackit247.com.

If all is well on our end, you may need to contact your bank or credit card company, as there is sometimes a processing delay on their side.

Exchanges

In order to be eligible for an exchange, you will need to return your product to us within 30 calendar days of your receipt of the product. If more than 30 days have passed since your

purchase, we unfortunately cannot offer you an exchange unless we suspect the tracker to be unusable for reasons strictly related to or caused by the hardware itself, or our firmware/configuration of the hardware.

To be able to qualify for an exchange, your item must be unused or undamaged, and in the same condition in which you first received it. It must also be in the original packaging.

Once your return is received and inspected, we will send you an email or reach out via telephone to notify you that we have received your returned item, and notify you of our approval or rejection of your exchange request.

If you are approved, your replacement tracker will be shipped out to you ASAP.

Repairs

Some repairs are covered by warranty, or are generally free-of-charge. Once your return is received and inspected, we will send you an email or reach out via telephone to notify you that we have received your returned item. If you requested a fix/repair, we will do our best to get the tracker working again in-house. However, some repairs may require shipment to a third-party.* Regardless, we will keep you updated on our progress.

If the device is non-repairable due to reasons excluding tracker age, misuse or damage, you may be eligible for an exchange or refund. Please see above criteria, or contact us if you'd like clarification.

**Charge port repairs require third-party repair, and are not covered by warranty. These are chargeable at £15 ex VAT.*

Losses and Thefts

Once purchased, your tracker is your own property to keep, and to ensure against loss. Trackit247 accept no responsibility or liability in the event of misuse, mishandling or misplacement of trackers, and refunds or exchanges will not be provided in such cases. Repairs (if repair is possible) will be chargeable.

In the event of a tracker or vehicle theft, it is to be understood that, while our trackers are usually accurate to within a few metres and report in reliably, there are measures which can be taken by some thieves in order to disrupt or disable them. Unfortunately, it is a possibility that a thief may be using a GPS blocking device, which will impact any and all devices operating on the GPS network, within a set radius. Trackit247 accept no responsibility or liability for vehicles which may be stolen as a result of the use of one of these devices, or as a result of your tracker being removed from the vehicle. Though, we are happy to liaise with or for you to share your tracking history with emergency or legal services.

You can reduce the risk of vehicle theft by making use of our motion, geo-fence breach, and low battery/disconnect alerts; all of which are discussed in the Software Solutions section of

this website.

In the event of a vehicle theft taking place during a period where your tracker is experiencing a fault, refunds and exchanges will be provided at our own discretion, depending on the specifics of the situation and the nature of the tracker fault.

Dormant Trackers

In the event that you own a dormant (inactive) tracker with us, and you request that we activate this during or after a theft, we generally charge an activation fee of £30 ex VAT. If the tracker is not able to help you locate your missing vehicle, this amount will be refunded to your account. However, refunds for the tracker itself or exchanges will not be provided, unless we suspect the tracker to have been unusable for reasons strictly related to or caused by the hardware itself, or our firmware/configuration of the hardware.

Warranty

Each of our trackers comes with a 12-month warranty. During this time, any issues with your trackers will be dealt with either via a repair, exchange or refund. Repairs and exchanges during this time period are free of charge, with the exception of charge port repairs* and any other issue which has clearly been caused by tracker misuse or mishandling.

After this 12-month time period, Trackit247 reserve the right to no longer provide these services free-of-charge, though we may still do so for some amount of time, subject to our own discretion.

**Charge port repairs require third-party repair, and are not covered by warranty. These are chargeable at £15 ex VAT.*

Shipping

To return your product, you should mail it to:

Trackit247
Unit 7 Marchmont Gate, Boundary Way,
Hemel Hempstead Industrial Estate
Hemel Hempstead,
HP2 7BF

You will be responsible for covering your own shipping costs for returning your item.
Return shipping costs are non-refundable.

Depending on where your shipping address is based, the time it may take for your replacement tracker (if you requested an exchange) to reach you may vary; though we always send these out on free-of-charge, next day delivery (unless you request a specific delivery slot*).

If you are returning more expensive items, you may want to consider using a trackable shipping service, or purchasing shipping insurance. **Trackit247 are not responsible or liable for lost or damaged shipments, neither in the case of us dispatching the items, nor in the case of yourself dispatching the items.**

**Specific delivery slot requests will be chargeable. Charges vary depending on the requested slot, and your location.*

Support

If any information contained within this Refund and Returns Policy is unclear or if you simply have more questions, please feel free to contact our friendly and helpful team, at support@trackit247.com. Alternatively, please call us on 01923 608647.