

Returns

We reserve the right to accept or reject return or exchange requests other than Warranty Claims. The main reason to limit return/exchange requests is to minimise checking time spend by our sales and engineering team.

If you make a return/exchange request and the item is in unopened, sealed and unused condition, we might decide to accept the return/exchange request within the first 7 days of the purchase. Then our sales and engineering team will check it against issues. Depending on the complexity of the testing, our engineering team may opt to charge the customer. If found to be in order, we will continue the refund / exchange procedure. Our sales and engineering team will take up to 7 days to check the items and inform the status to the customer.

Shop Purchase

If you have purchased the item from our outlet, please visit the same along with the bill and item(s) to be exchanged. We will accept your contact details along with the return items. We will contact you within 7 days to inform the status.

Online Purchase

You need to first send an email to info@tronic.lk by mentioning your contact details, bill date/number and list of items to be returned. If we ask you to send the items to our office, then you need to carefully pack the items with enough safe materials and send via a courier service to reach our office (address can be seen at the bottom of the contact us page). We will check and let you know the status of the items. You can discuss with us whether to receive a refund or buy different items.