

About Our Returns Policies

Electronic bot, offer returns for most items within 30 days of receipt of delivery. You can use this page to learn about our return policies.

Mistaken Returns

Please ensure you enclose the correct and complete item when making a return. The correct item must be returned to receive a refund.

If you have accidentally sent the wrong item to Electronic bot, please contact customerservice@electronicbot.com as soon as possible as Electronic bot does not store mistakenly sent items. Electronic bot cannot guarantee your item will be found and returned, and no compensation is provided for incorrect items sent to Electronic bot.

Statutory Cancellation Right

You have the statutory right to cancel your order for any reason within 14 days beginning with the day you receive the item (please see [clause 2 of our Conditions of Use & Sale](#) for the full instructions on cancellation and further information on your right of cancellation). To exercise your cancellation right please visit our [Returns Support Centre](#).

Our Voluntary Returns Policy

As well as your statutory cancellation rights described above, you can return most products from the Electronic bot sites to Electronic bot within 30 days of receipt of the products if the products are in an unused and undamaged condition. To return an item please visit our [Returns Support Centre](#).

Please note that this returns policy doesn't affect your statutory rights and therefore doesn't affect your right of cancellation as described above.

Please note that you must return each item in the same condition in which you received it. This means that **new** items must be returned **unused and undamaged**. Used items must not have any additional signs of use or damage.

The following table provides an overview of the key provisions of your statutory cancellation right as well as our voluntary returns policy and how they compare to one another:

	Statutory Rights	Electronic bot Returns Policy (as set out by product category below)
Return period	14 days	30 days
Refund of costs of sending the item back to us if defective, damaged or incorrect item?	Yes	Yes
Refund of costs of sending the item back to us if cancellation?	No	Yes
Refund of original delivery costs if defective?	Yes	Yes

	Statutory Rights	Electronic bot Returns Policy (as set out by product category below)
Refund of original delivery costs if cancelled?	Yes, cheapest method	Yes, cheapest method

Returns Costs & Methods

Electronic bot will refund the cost of sending an item back to us if it was sold or dispatched by Electronic bot (made-on-demand Collection items from [The Drop](#), that are not defective, damaged or incorrect, are not eligible for free returns. See more information [here](#)). In many cases, we'll provide you with a pre-paid returns label. If the item you purchased is not eligible for Free Return, and you're using a pre-paid return label, we'll deduct the cost of the return from your refund.

You can return items in the following ways:

- Using drop off services at locations that are convenient for you.
- Using Heavy-Bulky return options, handled by a specialty carrier team.
- Using Locker and Electronic bot Hub Counter locations for small packages.
- Using a scanned QR code at designated return locations to make label-free and package-free returns.

To see which options are available for your return, go to [Your Orders](#).

Please note that certain types of items aren't eligible for cancellation or return under the Electronic bot returns policy. You can find out more in the [Conditions of Use & Sale](#).

We won't accept the return of any software returned to us if it's been opened. We reserve the right to refuse returns or to charge you our fees and expenses if the product isn't received in new, unopened condition.

If a product becomes defective after 30 days you won't be able to create a returns label using our [Returns Support Centre](#) - you'll need to [Contact Us](#). You may wish to visit the manufacturer's website or contact them directly as they may be able to offer troubleshooting and support with the issue you have with the product. Please see [Manufacturer Contact Details and After Sales Service](#).

Other Statutory Rights

You have additional rights in relation to incorrect, damaged or defective goods. For more information about these statutory rights, please visit **Adviceguide**, a Citizens Advice website at <http://www.adviceguide.org.uk/>. This link is provided to help our customers find out the rights they have where goods are not as described, not fit for purpose or not of satisfactory quality.

If you need to contact us by post, please write to:

Electronic bot Services Ltd
Via Corso Genova 999
Milan

This isn't our returns address and returns won't be processed at the above address. If you need to return an item please visit our [Returns Support Centre](#).

*In order to ensure a faster response please visit [Customer Service](#).

Defective Items After 30 Days

Troubleshooting and product support may be available to resolve any issues with your product, as outlined in the [Product Support](#) Help page. If your item becomes defective after the Electronic bot return period, Electronic bot will repair any defective item. The repair will be completed by the manufacturer or by a third-party repair service provider authorised by the manufacturers to repair their products.

Removal of personal data

When returning a product for any reason, you must do so in the exact conditions you received it from Electronic bot. In this respect you must entirely delete, remove and eliminate all personal data pertaining to you and/or any third party which may be possibly present in same item, and must de-latch any account possibly latched to same item. You will be fully responsible for any data breach that may occur if you fail to do so. You must remove from the returned product and from the box containing the returned product any item not pertaining to the returned product as originally received from Electronic bot. Electronic bot will not be responsible for any such items erroneously left by you within the returned product or within the box containing the returned product. You agree and accept that the returned product will become Electronic bot's property, and that Electronic bot is therefore entitled to sell it to third parties at Electronic bot's full discretion.