

Returns, Refunds and Exchanges Policy

How To Return An Item

Your item must be in its original unused condition to be returned, unless there is a manufacturer defect. You must return the item **within 7 days** of your purchase.

1. Please email info@elitephoneswirral.com to request a refund and we will assign you a tracking #.
2. Mail your returned item to:
Elite Phones
Returns Department Tracking #
126 Oxtan Road

Birkenhead

CH41 2TP

3. Include in your package a signed letter stating the reason for your return and the original receipt.

Return Exceptions

Some items cannot be returned if they are opened. These include music, software, and video games.

Merchandise that has been worn, used, or altered will not be accepted for return or exchange.

Restocking Fee

All items are subject to a 10% restocking fee, this will be deducted from your refund. We also do not refund the original shipping and handling that you paid on the order.

Exchanges

If your item is in like new condition, you may exchange your item for a different colour. You will not be subject to a restocking fee in this case, but you still will have to pay return shipping.