

RETURNS POLICY

Sixty-5 Technologies wants to ensure that customers are satisfied with their purchased items.

UNWANTED GOODS AND CANCELLATIONS

If you bought your item directly from Sixty-5 Technologies and are unsatisfied with it you are entitled to a full refund up to 14 days after you receive the goods as long as the box contents are undamaged and in a resellable condition. This is extended to 30 days for online purchases where the goods were unseen before purchase.

Once you have told us that you want to return an item, you should do so without undue delay and not later than 14 days from the day on which you informed us of your decision.

To return an unwanted item or cancel your order, email support@sixty-5.com or call +44 2890 538 903 so that we can arrange either to cancel your order or to collect the goods you received. Sixty-5 will process your refund within 14 days of receiving your goods back on our site.

If you bought your item from a reseller such as a dealership, please follow the reseller's returns policy for unwanted goods and cancellations.

FAULTY GOODS

If you bought your item directly from Sixty-5 Technologies and experience a fault in the hardware, you are entitled to a full refund, exchange or repair if you let us know within the first 30 days after you receive your goods. Our end user licence agreement for Grass-Guide also guarantees that for a period of 30 days from the date of activation, the app and the software will conform substantially in accordance with our product documentation.

After 30 days, you are entitled to a repair or replacement for any faulty goods purchased from Sixty-5 within the last year. Please retain your proof of purchase and product serial number.

We do not cover faults caused by accident, neglect, misuse or normal wear and tear.

After 1 year, we can help you with repairs or with the replacement of component parts at your own cost if you wish. Please contact us by email to support@sixty-5.com or call +44 2890 538 903 to discuss any faulty items purchased direct from Sixty-5.

If you bought your item from a reseller such as a dealership and it appears to have a fault, please return the item to the reseller outlet. The reseller will contact Sixty-5 and follow our business-to-business process for faulty items. We advise that you retain your proof of purchase from the retailer and the product serial number from the side of your Grass-Guide box to help with this process.