

Omni Technical Solutions Returns & Refund Policy

Returns

Products purchased from our online store or from one of our branches may be returned within 7 days for refund or exchange under the following circumstances:

- Products received by the client from our courier with physical damage, the courier waybill will need to be endorsed noting any defects or damages to claim a refund or return.
- Product is faulty out of the box or on startup/DOA (Dead on Arrival)
- The product is returned with all the original packaging, guides and paperwork it was sent with.

If you have requested a refund or return and no fault is found, or the reported fault is a direct result of a software issue and which can be rectified, Omni Technical Solutions will take the necessary steps to rectify the fault and return the product to the customer.

Refunds

Refunds are issued only in the case where an item that was damaged on delivery (and such damage has been validated) or found to be defective within 7 days of delivery date (as determined by the proof of delivery information) and a viable replacement is not available. Refunds will only be approved once the product has been returned, and the return item having been assessed. The assessment of the return will be completed within 7 business days from the time the item is delivered back to Omni Technical Solutions.

Refunds will be processed within 10 business days of when the refund is approved.

Products returned incomplete - If you return a defective product to us, but you fail to return all the accessories and parts that were sold with that product as well as returning the product without its original packaging, guides and paperwork, Omni Technical Solutions is entitled to refuse the return, or only to replace the item that you did return, or to estimate the value of the missing accessories and parts and to credit or refund you in respect of the returned item only.

Refunds will only be processed by EFT upon receipt of a banking confirmation letter detailing the User or Business name as well as account details.