

A2P Group – Customer Return Checklist

Use this checklist to make sure your return is requested, prepared and dispatched within the required timeframes.

1. Check Your Return Deadline

- **Submit your return request within 14 calendar days of the purchase date.**
- Wait for your return to be approved before sending the product back.
- Once your return has been approved, you have a further **14 calendar days to package and dispatch the product.**
- Make sure the parcel is handed to the carrier within this 14-day dispatch period.

2. Prepare the Product

- Ensure the product is unused or in a condition suitable for resale, where applicable.
- Check the product for damage before packing it.
- Remove any personal items or information from the product, where applicable.
- Gather **all original accessories**, including cables and other supplied components.
- Include any **original documentation or manuals** supplied with the product.
- Include the original packaging where available.

3. Pack the Return Securely

- Use the original packaging where possible.
- If the original packaging is unavailable, use a strong, appropriately sized outer box.
- Protect the product with suitable cushioning material to prevent movement inside the package.
- Make sure accessories and smaller components are securely packed so they cannot damage the main product.
- Seal the package securely with suitable packing tape.
- Check that the parcel is adequately protected against normal handling during transportation.
- Keep the parcel and its contents safe until they have been handed to the carrier.

Important: Damage caused by inadequate packaging or handling during the return may affect eligibility for a refund.

4. Arrange Shipping

- Use a **tracked delivery service**.
- Consider using an **insured delivery service**, particularly for higher-value products.
- Keep your shipping receipt and tracking information.

- Retain proof of dispatch until A2P Group confirms receipt of the return.
- Check the tracking status after dispatch to confirm delivery.

Unless otherwise agreed in writing, **the customer is responsible for arranging and paying the return shipping costs.**

5. Before You Send

- Confirm that your return was approved.
- Confirm that you are still within the **14-day dispatch period following approval.**
- Confirm that all accessories, cables and documentation are included.
- Check that the product is securely packaged.
- Confirm that the correct return address and any required return information are included.
- Take photographs of the packaged parcel for your records.
- Keep your tracking number and proof of dispatch.

6. After Dispatch

- Keep your tracking information until the return has been received.
- Monitor the delivery status.
- A2P Group will inspect the returned product after receipt.
- Where the return meets the applicable requirements, the refund will be processed in accordance with the agreed terms of sale and applicable UK consumer law.

Quick Timeline

Purchase → 14 days → Return request deadline → Approval → 14 days → Dispatch deadline → A2P Group receives & inspects → Refund processed where applicable

Customer reminder: The safest approach is to request your return as early as possible and use a tracked, appropriately protected delivery service when sending the product back.