



Commercial Management System Returns Policy

Unity World Ltd	
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Unity World - Unity Tech Shop Returns Policy

At Unity Tech Shop, we strive to provide high-quality products and excellent service. However, we understand that there may be occasions where you need to return an item.

Below is our returns policy outlining the different scenarios under which returns are accepted.

1. Customer Order Errors (COE)

If you ordered the wrong product, incorrect quantity, or need to cancel an order after dispatch, you may request a return under the following conditions:

- **Eligibility:** Returns must be requested within **7 working days** from the invoice date.
- **Condition:** Products must be **sealed, unopened, and in resalable condition**.
- **Charges:** A restocking fee of **£40 or 15% of the product's value (whichever is higher)** applies.
- **Shipping:** The customer is responsible for return shipping costs.

2. Unity Tech Shop Errors (UTE)

If we have made an error in processing your order (incorrect product, incorrect quantity, or incorrect details on our website), you may return the item under the following conditions:

- **Eligibility:** Claims must be raised within **7 working days** from the invoice date.
- **Condition:** The item must be in its **original condition**.
- **Charges:** If the claim is approved, Unity Tech Shop will **cover all return shipping costs**.

3. Faulty or Dead-on Arrival (DOA) Products

If you receive a defective product, please follow these guidelines:

- **Timeframe:** Returns must be requested within the **manufacturer's DOA period** (varies by brand).
- **Condition:** The product must be returned **with all original packaging, accessories, manuals, and components**.
- **Charges:** If the product is confirmed faulty, we will cover return shipping and provide a replacement or refund. If the product is found to be functional upon return, a return shipping fee may apply.

4. Damaged in Transit

If your order arrives damaged, please take the following steps:

- **Visible Damage:** Note the damage on the delivery receipt and contact us **within 24 hours**.
- **Concealed Damage:** If damage is discovered after opening, report it within **3 working days**.

- **Charges:** Unity Tech Shop will cover the return cost for verified claims.

5. Over shipment

If you receive more items than ordered, notify us within **3 working days** to arrange a return.

- **Charges:** We will cover return shipping costs.

Important Notes

- **Return Merchandise Authorisation (RMA):** All returns require an **RMA number** before being shipped back to us. Returns without an RMA will be rejected.
- **Return Processing:** Returns may take **5-10 business days** to process upon receipt.
- **Non-Returnable Items:** Customised, software, and perishable items are non-returnable unless defective.

For assistance, please contact our **Technical Team** at service@unity.world