

OPHIDIAN

Home Trial Terms (June 2020)

The following terms and conditions cover the home trial period available only on products purchased directly from the Ophidian website:

- The home trial period is up to a maximum of 30 days and begins from the day the product was delivered to the customer.
- If the customer decides not to keep the product they must inform Ophidian within the 30 day period that they wish to make a return.
- No product will be eligible for return beyond the 30 day period.
- If a product is returned in a damaged state then Ophidian reserves the right to withhold any refundable amount up to and including the full purchase price of the product.
- If the customer wishes for Ophidian to organise the return of the product then this amount will be deducted from the refund total.
- If the customer wishes to return the product themselves then they remain responsible for the product until it is safely delivered back to Ophidian.

Should you have any concerns regarding the quality or performance of your product please contact Ophidian Audio Limited directly via email at: info@ophidianaudio.co.uk