

If you wish to return your headset, we require you to send it back in an acceptable condition with the charger, cable, carry case (if you received one) and any unused pads & wipes in the original box within the return time frame.

We can only issue a refund when the product is received by us and we are not responsible if your return is lost in the post. We would therefore strongly recommend that all returns are sent to us using a tracked service.

You are responsible for the return shipping cost.

Refunds are usually processed within 10 working days of your parcel being received by us.

How to complete your return

Please print and attach the bottom section of this page and affix to the outside of your return parcel. You can find your Patient ID in your welcome email. It consists of 4 letters and 6 numbers.

IMPORTANT:

You should ensure that the item is declared as a **RETURN** and with a **Commercial Value of Zero** on any customs documentation to ensure no import duties are applied.

Any fees incurred by us will be deducted from your refund amount.

CUT ALONG THE LINE, THEN COMPLETE AND ATTACH THE BOTTOM OF THIS PAGE TO YOUR RETURN PARCEL



SEND TO
**RETURNS DEPT
NEUROVALENS LTD
4th FLOOR, 7 JAMES STREET SOUTH
BELFAST, NORTHERN IRELAND
UNITED KINGDOM
BT2 8DN**

PLEASE COMPLETE CLEARLY IN BLOCK CAPITALS

SENDERS NAME:

RETURN ADDRESS:

PATIENT ID /
ORDER NUMBER

Your Patient ID can be found in your welcome email

