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TrackLogs Support Centre

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Date : 20th Jan 2010
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If you receive a faulty item and need to exchange it for the same item then please email our support desk (support@tracklogs.co.uk) within 28 days of receipt. Your email should include your order reference number and a description of the fault. After validating the fault we will assess your case and issue further instructions. In some circumstances we may ask you to return the faulty product. If we ask you to return a faulty product we will advise on the postal service to be used and reimburse reasonable postal charges for that service. We will not reimburse postal charges for items returned without prior arrangement or for the use of non advised postal services.

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Understanding your Goods.

If you are in any doubt about the main characteristics of the software including the hardware requirements and any limitations to the software's functionality then you should download and install our free evaluation version of the TrackLogs software. This can be downloaded free of charge from the following webpage: www.tracklogs.co.uk/demo

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