

SHOP



Great Britain



Ireland



France



Spain



Austria



Finland



Germany



more countries...

RETURNS POLICY

Return Guidelines

These guidelines set out when you have the right to return products you have bought from the ViewRanger Online Shop. If you want to return products, please ensure you have the right to do so. These guidelines do not affect your statutory rights as a consumer.

If you have changed your mind (Distance Selling Regulations)

If you have purchased product(s) for private use as a consumer (as opposed to business use) and want to return them to us, you must inform us within 10 working days from the date of receipt of the delivery. However, you may NOT return the following:

- Software or Content Data that was supplied to you sealed and unused and you have since broken the seal.
- Software or Content Data that you have successfully downloaded from the Online Shop and where a free trial or demo of that software was available to download.
- Content Data that has been made to your specification or ones that have been clearly personalised.

Please contact our Customer Service department either by email or telephone. Please note that if you choose to return a product to us for any other reason then we regret we are unable to refund the cost of returning that product to us.

Once products are returned to Augmentra, we will issue a refund for the price of the product(s) to your original payment method. Augmentra Ltd reserves the right not to refund all or part of the purchase price at our sole discretion. The refund will not include delivery costs.

Product(s) Supplied by Mistake, Incomplete or Faulty Delivery

Please contact our Customer Service department either by email or telephone as soon as possible (and within 10 working days at the latest) if:

- We have supplied products to you by mistake
- Your delivery is not complete
- Products are damaged, faulty or have gone missing in transit

In these cases, we will arrange replacement of your product or complete your order respectively.

Returns Policy for Electronically Downloaded Software and Content

Downloadable software will only be refunded if:

- Software download was deemed to be defective.
- The software was not received due to an error on Augmentra's part
- Duplicate Purchases
- Billing Errors
- A free trial or demo version was not available to download

In these cases a 'Letter of Destruction' may need to be completed before any refund can be issued. This will be issued by our Customer Service department once you have contacted them.

A 'Letter of Destruction' is a legally binding document between the vendor and the buyer certifying the assurance by the buyer to the vendor of the permanent removal of the Software Product from the buyer's computer (or computers, if the product was copied to multiple targets) and certifying that the buyer has not violated the purchase licence agreement (by illegally distributing or reverse engineering the product) and guarantees the discontinuation of the usage of the product.

Need to request a return?

Please check our Return Guidelines above for a list of valid reasons to return an ordered product.

Please contact our Customer Service department either by email or telephone to make arrangements for the return. They will give you further instructions for return.

We will refund your credit or debit card once your return has been validated. The sooner we receive the returned products, the sooner you will get your refund, at the latest within 30 days from receipt of the returned products.

We recommend that you return products in their original packaging.

We suggest you use a traceable and insured delivery agent to return the products to us.