



Returns Information

This document details our returns terms and conditions, as well as providing useful information. Please ensure this document is read carefully.

As you have requested to cancel your order under the right to cancel policy and the goods have already been delivered to you, you will be required to return your purchase to us at your cost, under the return to base terms agreed in our terms and conditions of sale and right to cancel.

We will not organise a courier collection or return for product returns made under the right to cancel policy. This will require you to source and organise shipment of your system to us using a courier of your choice.

Returns Address:

CyberPowerPC UK
Unit B11,
Kingsway Interchange
Eleventh Avenue
Team Valley Trading Estate
Gateshead
Tyne and Wear
NE11 0JY

Packaging Requirements:

When returning your purchase, it should be returned to us as was sent out originally to yourself, with all of the original internal packaging, outer packaging and accessories intact.

We also require you to remove any previous delivery labels, returns numbers or order information to prevent any confusion with your chosen courier, and to ensure smooth processing by our returns department upon receipt.

Return of Goods:

It is your responsibility to ensure the goods are adequately packaged and arrive to us safely. As you will be returning the goods we would recommend using a trusted courier, and having your goods covered by insurance. We will not be liable for any goods that arrive to us damaged when we have not organised the courier return.

Damaged Goods - In an instance where goods arrive to us damaged, this will be documented and all information provided to you, it will then be your responsibility to seek compensation from the chosen courier. Damaged goods will be deducted from the total refund value, and either disposed of or returned back to you, this will be confirmed when processing your return.

Incomplete Goods – If goods arrive to us incomplete or missing essential parts of the unit, we will reach out further to request this to be rectified, in instances where missing parts are no longer available, we may be able to provide a quotation to replace these parts upon confirmation of price from the original equipment manufacturer.

Employee Safety:

When sending goods to CyberPowerPC UK, any goods which are not returned in a satisfactory condition will be rejected upon receipt and shipped back to the returns address on the completed returns form.

All returning goods need to be in a clean, sanitary condition and must not pose any health risks to any employees at CyberPowerPC UK. We suggest sending goods back in the appropriate packaging (as advised above) and do not include any household garments such as towels, clothes, curtains, etc. as these will cause the return to be rejected.

Packaging Suggestion:

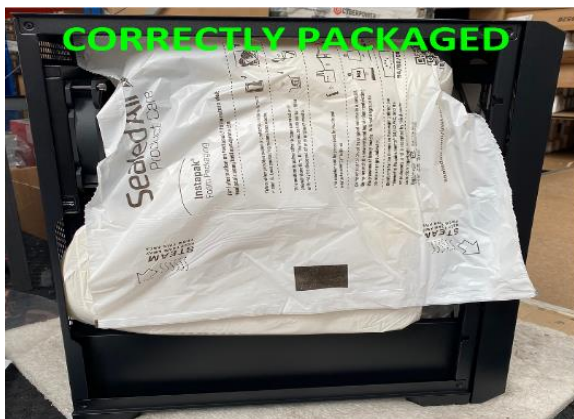
The best way to ensure your item is returned to us safely is to ensure it is packaged correctly, below is an example of how your goods should be packed internally:

Desktop:

External Packaging:



Internal Packaging:



Laptop:

