

GemaCare Limited

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Returns Policy

Policy Review - History:

Please be aware that a hard copy of this document may not be the latest available version, please contact us for the latest version which supersedes all previous versions.

Those to whom this policy applies are responsible for familiarising themselves periodically with the latest version and for complying with policy requirements at all times.

Effective from:	Replaces:	Originator:	Page X of Y
March 2023	Draft Version 2011		1 of 16
Management Team Approval:			
Union the Union & Unison Union Agreement:		N/A	
Ratification:		March 2023	

History or Most Recent Policy Changes – MUST BE COMPLETED

Version:	Date:	Change:
1.0	February 2019	
1.1	March 2025	

Returns Policy

Introduction

This Policy covers purchases from Coast to Coast Secure Care (IOM) and GemaCare; called from hereunder "The Company"

The Company do not have to give a refund if you change your mind about a purchase unless the cancellation is notified to us within 14 days and returned in an unused condition within 28 days. The purchaser acknowledges that the devices advertised on this website are fit for their anticipated usage.

To be eligible for a refund or replacement, you must first email us at enquiries@Gemacare.co.uk to alert us to the reason for return, eg. faults/damage, nursing care, change of mind etc, then return the item to us. Upon receipt, we will ship out a replacement, or refund (minus costs as details as below).

If the product you have bought is faulty, we will provide a replacement as required by the Consumer Guarantees Act.

This refund policy does not apply to goods which show wear and tear or are damaged after delivery, if any attempt has been made to alter the product or if they have been dropped or broken. The goods must be returned in the original packaging complete with the manual, USB cable, power docking station and any other accessories that were provided.

Refunds are available to direct customers only, meaning customers who purchased the tracker directly from The Company or on the associated website. Units purchased at a retail outlet or other distributors are to follow their refund policy. Refund is purchase amount less costs which consists of credit card or PayPal transaction, administration and postage.

These terms, conditions and disclaimer are available on our website.

All postage and insurance costs are to be paid by the buyer. We recommend that you return the product via Registered post. You assume any risk of loss, theft or damaged goods during transit & therefore we advise you take out shipment tracking & registration of insurance with your postal carrier.

The Company will not be responsible for parcels lost or damaged in transit if you choose not to insure.

Refund & Warranty returns (General)

If you return the alarm due to warranty, we will replace the alarm for you, or alternatively refund the purchase amount less Shipping & admin as above:

Damage During Shipping

It is ultimately the user's responsibility to test their alarm on receiving it to identify any damage caused during shipping or operational issues on receipt. Alarms are tested as working prior to dispatch. The Company will not accept any claims for damage during shipping 72 hours after tracked delivery has completed

Cellular Coverage

The Alarm provided on this website depends on the coverage of the 4G/3G GSM (WCDMA). The Company will not be held responsible if the User is not, or uses the device in a mobile coverage area which prevents the 4G/3G GSM call from proceeding to the nominated mobiles. Verification that the Alarm is in a 4G/3G coverage can be verified by the Green LED light flashing rapidly in 3 second intervals. It is the responsibility of the User or family to ensure the alarm is in 4G/3G cellular coverage and has a working, correct frequency appropriate to the alarm SIM card.

It must be understood that the 3G coverage may be interfered with in the case of being in a lift, underground car park, between high rise buildings, tunnels or road cuttings.