

Our Warranty

Our Warranty

We are confident in the quality of the products that we provide a free two year warranty to cover the unlikely event of product failure. A replacement item will be provided for any defective, damaged on receipt, or misrepresented items. Please note that this guarantee does not cover items which are stolen or damaged.

On receipt of the item, our team will complete a full inspection to ensure that the item is indeed defective and available for a replacement item. Should a battery hold a 75% charge after one year, this is considered normal and will not be applicable for a refund/replacement.

Should you want to make a claim against your warranty, please email returns@digi-quick.co.uk with your order number, your name and address, the order date and the reason why you would like to invoke your warranty. We will then ask you to return the item to us. We promise to deal with all cases within 3 working days of receipt.

Please ensure that you obtain a proof of postage certificate if you are sending goods via Royal Mail. This can be obtained, free of charge, from the post office and will insure your item up to £30.00, in the unlikely event of the returned item getting lost in the post.