

HandShoe Mouse RMA Conditions EEC

For European Community residents the following applies.

First, please contact info@handshoemouse.com and provide us with:

- The Model number of your mouse e.g. M2UB-LC
- The serial number at the bottom of your mouse (s/n.....)

If you wish to return or replace (wrong size or version) the HandShoe Mouse shipping costs are at your expense except in case of a production (technical) issue.

We will refund 100 % of your purchase price provided that the HandShoe Mouse

- is returned within 7 days after delivery
- is in a perfect condition,
- the body has not been opened,
- the mouse has not been tampered with,
- it is in its original box, with all the original contents
- a copy of the original invoice is included

In case of a technical defect we will refund your return shipping cost under the following conditions:

- a technical defect is to be established by our staff upon inspection
- we will either repair or replace your mouse
- if we establish that there is no technical issue we will charge you for inspection cost (€25) plus return shipping costs to your address