

Refund Policy

1. PRIN ICT will refund debit orders processed incorrectly, double debit orders will be refunded within 7 (seven) working days.
2. Refunds for goods purchased will only be processed if the goods are defective, refunds are done under the suppliers guarantee, goods damaged by client will automatically void any warranty.
3. Merchandise Installed will only be refunded if no replacement can be provided.
4. Warranty swap outs on merchandise will only be processed within 7(seven) days of purchase and installation thereafter the merchandise will be collected and repaired under the supplier warranty. All merchandise that is tampered with will not be swapped or repaired under the supplier warranty and is the responsibility of the client.
5. Refunds on internet usage will not be processed, internet is payable in advance and nonrefundable, accounts not paid before the 7th of the month will be suspended until payment has been made.
6. VOIP line services are payable in advance, calls made will be billed at the end of each month, VOIP services are nonrefundable.
7. All domain hosting and websites are payable in advance before the 7th of each month.
8. All hardware purchases are payable in advance to secure orders, all faulty hardware will be swapped within the 7 working days period, after 7 days hardware will be collected and tested, hardware swap outs will only be done under suppliers warrant, all warranties are voided if the purchaser has tampered with the hardware.
9. Any damages or financial losses either consequential, directly or indirectly does not form part of the warranty and PRIN ICT cannot be held responsible for any financial or other losses due to faulty or defective equipment.
10. PRIN ICT does not guarantee any hardware or merchandise all hardware and merchandise is guaranteed by our suppliers and is therefore subject to the suppliers and manufactures guarantees and warranties.