

Pack-A-Punch PCs Ltd

Returns Policy

Effective from launch | Applies to all orders placed on packapunchpcs.co.uk

Governing Law	England & Wales
Legislation	Consumer Rights Act 2015 Consumer Contracts Regulations 2013 Consumer Protection from Unfair Trading Regulations 2008
Version	1.1 May 2026 Subject to periodic review

IMPORTANT — PLEASE READ BEFORE PURCHASING

- Pack-A-Punch PCs Ltd sells two types of product: Pre-Built PCs (assembled, tested, and held in stock ready to ship) and Custom-Built PCs (assembled to a specific component specification chosen by or agreed with you at the time of order).
- Different return rights apply depending on which type of product you purchase — please read this policy carefully before buying.
- Your statutory rights under the Consumer Rights Act 2015 are not affected by this policy.
- This policy sets out your rights, our obligations, and the conditions that apply to returns.
- Returns that do not meet the conditions set out in this policy may be refused.
- If you have any questions before purchasing, contact us at returns@packapunchpcs.co.uk

SECTION 1 — DEFINITIONS

Term	Meaning
"We" / "Us" / "The Company"	Pack-A-Punch PCs Ltd, the seller of the product.
"You" / "The Customer"	The individual or business that placed the order.
"Pre-Built PC"	A gaming PC assembled, fully tested, and held in stock by Pack-A-Punch PCs Ltd, available for immediate purchase and dispatch without modification.
"Custom-Built PC"	A gaming PC assembled to a specific component specification chosen by the customer at checkout or agreed with Pack-A-Punch PCs Ltd prior to the order being placed.

"Faulty"	A product that does not work as described, has a manufacturing or build defect, or fails within the warranty period through no fault of the customer.
"Dead on Arrival (DOA)"	A product that does not function at all upon first use, or fails within 30 days of delivery with no fault of the customer.
"Transit Damage"	Physical damage to the product caused during the delivery or return journey by the courier.
"Change of Mind"	A return requested for any reason other than a fault, defect, transit damage, or misdescription.
"RMA"	Return Merchandise Authorisation — a unique reference number issued by us authorising a return. No return will be accepted without a valid RMA number.

SECTION 2 — YOUR STATUTORY RIGHTS

Nothing in this policy affects your statutory rights under UK law. The following rights apply to all customers purchasing as consumers (i.e. not for business use):

Right	Timeframe	What It Means
Short-term right to reject	Within 30 days of delivery	If the product is faulty, not as described, or not fit for purpose, you have the right to a full refund.
Right to repair or replacement	Within 6 months of delivery	If a fault emerges within 6 months, we must repair or replace the product. We may offer a repair first.
Right to a price reduction or final right to reject	6 months to 6 years	If a repair or replacement is not possible or fails, you may be entitled to a price reduction or refund.
Right to cancel (Distance Selling) — Pre-Built PCs only	14 days from delivery	Pre-Built PCs qualify for the standard 14-day cancellation right. Custom-Built PCs may be exempt — see Section 3.

For business customers purchasing for commercial or professional purposes, statutory consumer rights under the Consumer Rights Act 2015 do not apply. Returns for business customers are handled entirely at our discretion.

SECTION 3 — PRODUCT TYPE & CANCELLATION RIGHTS

Your right to cancel and return a product for any reason (change of mind) depends on which type of product you purchased. Please check which applies to your order.

PRE-BUILT PCs — Standard Cancellation Rights

- Pre-Built PCs are stocked, pre-assembled products available for immediate purchase.
- You have a statutory 14-day right to cancel your order under the Consumer Contracts Regulations 2013, starting from the day after delivery.
- You must notify us within 14 days of delivery by emailing returns@packapunchpcs.co.uk with your order reference. We aim to issue your RMA within 4 business hours.
- We will arrange collection from your address — you do not need to organise or pay for the return courier.
- A refund will be issued within 14 days of us receiving and inspecting the returned product.
- The product must be returned in its original condition. A deduction may be made if the value has been reduced by handling beyond what is necessary to inspect it.

CUSTOM-BUILT PCs — Bespoke Goods Exemption

- Custom-Built PCs are assembled to a specific component specification chosen by or agreed with you at the time of order.
- Under Regulation 28(1)(b) of the Consumer Contracts Regulations 2013, the standard 14-day cancellation right does not apply to goods made to a customer's specification.
- We are not legally required to accept change-of-mind returns on Custom-Built PCs.
- As a gesture of goodwill, we will consider change-of-mind returns within 14 days of delivery, subject to conditions in Section 4 and a 15% restocking fee. We aim to respond to all return requests within 4 business hours.
- We reserve the right to refuse any change-of-mind return on a Custom-Built PC.

Fault-based returns are treated identically for both Pre-Built and Custom-Built PCs — see Section 6.

SECTION 4 — CONDITIONS FOR RETURNS

The following conditions apply to ALL returns regardless of product type or reason. Returns that do not meet these conditions will not be accepted and will be returned to the customer at their expense.

4.1 — General Conditions (Applies to All Returns)

RMA required	You must obtain a valid RMA number before sending or preparing any return. Email returns@packapunchpcs.co.uk with your order reference and reason for return. We aim to respond and issue an RMA within 4 business hours of receiving your request during business hours. Returns received without a valid RMA number will be refused and returned at the customer's cost.
Timeframe	Fault-based returns must be reported within the warranty period set out in Section 7. Change-of-mind returns must be requested within 14 days of the delivery date. Requests outside these timeframes will not be accepted.
Original condition	The product must be returned in the same condition as received. It must not have been physically damaged, modified, had components removed or replaced, or show signs of misuse, liquid damage, or electrical damage caused by the customer.
All accessories included	All items included with the original order must be returned — including any leftover component accessories, documentation, and packaging materials where still available.
Adequate packaging	The product must be securely packaged for the return journey using the original packaging where available, or equivalent heavy-duty double-wall packaging. We provide guidance when issuing the RMA. We reserve the right to dispute a claim where return journey damage was caused by inadequate customer packaging.
Proof of purchase	You must provide your order reference number, contained in your original order confirmation email.

4.2 — Additional Conditions for Change-of-Mind Returns

The following additional conditions apply to any change-of-mind return, for both Pre-Built and Custom-Built PCs:

- The return must be requested within 14 days of the confirmed delivery date.
- For Pre-Built PCs: the product must be returned in its original, unmodified condition. A deduction may be made if the value has been diminished by handling beyond what is necessary to inspect the product.
- For Custom-Built PCs: the product must be essentially unused — it must not have been powered on beyond initial setup and inspection. Extensive use will result in the return being refused.
- For Custom-Built PCs: a restocking fee of 15% of the total order value will be deducted from the refund to cover build labour, testing, disassembly, and component inspection costs.
- For Pre-Built PCs: no restocking fee applies to change-of-mind returns within 14 days.
- We reserve the right to inspect the returned product in full before confirming any refund. Inspection may take up to 5 business days from receipt.
- If the returned product is found to be damaged, heavily used, or missing components, we reserve the right to reduce the refund amount or refuse the return entirely.
- Refunds will be issued to the original payment method within 14 days of receipt and inspection.

4.3 — Returns We Will Not Accept

We will not accept returns in the following circumstances:

- The product has been physically damaged by the customer through misuse, accident, or negligence.
- The product has been subjected to liquid damage of any kind.
- Components have been removed, swapped, or replaced by the customer or a third party.
- The product has been modified, including unauthorised overclocking that has caused damage.
- Damage caused by use of incorrect or incompatible peripherals or accessories not supplied by us.
- Software issues caused by the customer's own changes, installations, or misuse of the OS.
- Normal wear and tear over the product's lifespan.
- The return request is made outside the applicable timeframes set out in this policy.
- No valid RMA number has been obtained prior to the return.
- The product arrives back damaged due to inadequate packaging by the customer, where our guidance was provided.
- Business customers purchasing for commercial use — statutory consumer rights do not apply.
- Change-of-mind returns on Custom-Built PCs requested after 14 days of delivery.

SECTION 5 — COLLECTION & RETURN LOGISTICS

5.1 — Who Pays for Return Collection

Return Reason	Who Pays Collection	Notes
Faulty / Defective (Pre-Built or Custom)	Pack-A-Punch PCs Ltd pays	We arrange and pay for collection from your address via our courier account.
Dead on Arrival — DOA (Pre-Built or Custom)	Pack-A-Punch PCs Ltd pays	We arrange and pay for collection in full.
Damaged in Transit (Pre-Built or Custom)	Pack-A-Punch PCs Ltd pays	We arrange and pay. Cost is recoverable via our courier insurance claim.

Wrong Specification Delivered (Pre-Built or Custom)	Pack-A-Punch PCs Ltd pays	Our error — we arrange and pay for collection in full.
Change of Mind — Pre-Built PC (within 14 days)	Pack-A-Punch PCs Ltd pays	Statutory 14-day right. We arrange and cover collection. No restocking fee.
Change of Mind — Custom-Built PC (goodwill, within 14 days)	Pack-A-Punch PCs Ltd pays	Goodwill gesture only. We arrange and cover collection. 15% restocking fee applies.

Collection is only arranged once a valid RMA number has been issued. We aim to issue RMA numbers within 4 business hours of your request. We will then contact you to confirm the collection date. You do not need to arrange or pay for a courier yourself.

5.2 — The Return Process

1. Contact us	Email returns@packapunchpcs.co.uk with your order reference, reason for return, and photographs of any fault or damage. We aim to respond within 4 business hours during business hours.
2. RMA issued	If your return meets the conditions of this policy, we will issue an RMA number by email within 4 business hours of your request. This email will also include packaging instructions and confirm the collection details.
3. Prepare the parcel	Pack the PC securely using the original packaging where available, following our instructions. Attach the prepaid return label we send you.
4. Collection	Our courier will collect from your address on the agreed date. You do not need to travel to a depot. Ensure the parcel is ready and accessible at the agreed time.
5. Inspection	We inspect the product within 5 business days of receipt and contact you with the outcome.
6. Resolution	Depending on the return reason and outcome, we proceed with a repair, replacement, or refund as set out in Section 6.

SECTION 6 — REMEDIES: REPAIR, REPLACEMENT & REFUNDS

6.1 — Faulty Products & Dead on Arrival (DOA)

Timeframe	Remedy	Notes
Within 30 days of delivery	Full refund, repair, or replacement — your choice	Statutory right. No restocking fee. Refund within 14 days of receiving the returned product.
30 days to 6 months	Repair or replacement first. Refund if not possible or fails.	We may attempt repair first. If we cannot resolve within a reasonable time, a full refund is issued.
6 months to 6 years	Repair, replacement, or price reduction / partial refund	You must show the fault existed at time of delivery. We assess each case individually.

6.2 — Transit Damage

If your product arrives damaged, report this within 48 hours of delivery. Photograph the outer packaging and the product before moving or unpacking further. Failure to report within 48 hours may affect our ability to raise a successful insurance claim with the courier.

We will arrange collection, raise a claim with our courier, and provide either a replacement or full refund. We will not wait for the courier claim to resolve before offering you a resolution.

6.3 — Refund Timelines

Scenario	Refund Issued Within
DOA / faulty within 30 days — full refund	14 days of receiving the returned product
Faulty after 30 days — refund where repair/replacement not possible	14 days of confirming the outcome
Transit damage — replacement not possible	14 days of receiving the returned product
Pre-Built PC change-of-mind (within 14 days, no restocking fee)	14 days of completing inspection
Custom-Built PC change-of-mind goodwill return (minus 15% restocking fee)	14 days of completing inspection

All refunds are issued to the original payment method. We cannot issue refunds to a different card, account, or person.

SECTION 7 — WARRANTY

All Pack-A-Punch PCs Ltd products — both Pre-Built and Custom-Built — are covered by the following warranty, in addition to your statutory rights.

Coverage	Period	Details
Labour warranty	12 months from delivery	Covers faults from the build process — incorrectly seated components, poor thermal application, incorrect wiring. Applies to both Pre-Built and Custom-Built PCs.
Component warranty	Per manufacturer	Component warranties pass through to you from the respective manufacturers. Serial numbers recorded on your build sheet. GPU: typically 3 years. RAM: typically lifetime. SSD: typically 5 years. CPU: typically 3 years.
Dead on Arrival (DOA)	Within 30 days	Any component failing within 30 days of delivery with no fault of the customer will be replaced immediately at no charge.

7.1 — What the Warranty Does NOT Cover

- Physical damage caused by the customer, including drops, impacts, or force
- Liquid damage of any kind
- Damage caused by power surges or use with an incorrect or faulty power source
- Components removed, modified, or replaced by the customer or any unauthorised third party
- Damage caused by overclocking beyond the safe limits of the hardware
- Software faults, viruses, or issues caused by the customer's use of the operating system
- Normal degradation of components over time
- Cosmetic damage that does not affect the function of the PC

- Faults caused by use outside the component manufacturer's specified operating conditions

SECTION 8 — LIMITATION OF LIABILITY

To the fullest extent permitted by law, Pack-A-Punch PCs Ltd's liability in connection with any product sold is limited to the purchase price paid for that product.

- We are not liable for any indirect, consequential, or economic loss arising from a faulty product or failed delivery, including but not limited to loss of data, loss of earnings, loss of business, or costs incurred as a result of the product being unavailable.
- We are not liable for any damage to the customer's property caused by a faulty product, beyond what is required under the Consumer Protection Act 1987.
- We are not liable for delays to the delivery or return process caused by the courier.
- Nothing in this policy excludes or limits our liability for death or personal injury caused by our negligence, fraud or fraudulent misrepresentation, or any other liability that cannot be excluded or limited under English law.
- Nothing in this policy affects your statutory rights as a consumer.

SECTION 9 — CONTACT & COMPLAINTS

If you wish to request a return, report a fault, or raise a complaint, please contact us using the details below. We aim to respond to all return requests and RMA enquiries within 4 business hours, and to resolve all formal complaints within 14 business days.

Contact Reason	How to Reach Us
Request a return / obtain an RMA	Email: returns@packapunchpcs.co.uk — include your order reference and reason for return. We aim to respond and issue your RMA within 4 business hours.
Report a fault or transit damage	Email: returns@packapunchpcs.co.uk — include photos and your order reference
General customer service enquiry	Email: hello@packapunchpcs.co.uk
Formal complaint	Email: hello@packapunchpcs.co.uk marked 'Formal Complaint' — we will respond in writing within 5 business days

If we are unable to resolve your complaint to your satisfaction, you may be entitled to refer the matter to an Alternative Dispute Resolution (ADR) scheme or seek advice from Citizens Advice (citizensadvice.org.uk) or Trading Standards.

Pack-A-Punch PCs Ltd — Returns Policy

Version 1.1 | Effective from launch | Applies to all consumer orders

This policy is governed by the laws of England & Wales.

Pack-A-Punch PCs Ltd reserves the right to amend this policy at any time. The version in force at the time of your order applies to your order.