

30-Day Guarantee - Returns Process

1 Print out this form and fill your details below

Full name on order:

Your order number:

Found on your confirmation email

Reasons for returning

| | | | |
|-------------------------|--------------------------|-----------------------------------|--------------------------|
| Unwanted | <input type="checkbox"/> | Didn't do what I wanted | <input type="checkbox"/> |
| Couldn't get it working | <input type="checkbox"/> | Didn't work with phone | <input type="checkbox"/> |
| Couldn't use it | <input type="checkbox"/> | Didn't work with my Wi-Fi network | <input type="checkbox"/> |
| Expected something else | <input type="checkbox"/> | | |
| Other | | | |
| <hr/> | | | |
| <hr/> | | | |
| <hr/> | | | |

Any other feedback

We strive to make our products the best they can be. Based on your feedback above, we may want to get in contact with you for a quick chat. May we contact you? Yes No

- 2** Cut off the address label below. Package up your Y-cam, preferably in the box or bag it was sent in. Put this part of the form into the box too so we know who the camera has come from. Please send the order back securely so it is not damaged in transit.
- 3** Affix the address label to the package. Make sure you write your own address on the reverse of the package in case of any problems with the delivery. Be sure to send the package via a tracked service as Y-cam Solutions Ltd cannot be responsible for lost or misdirected packages.
- 4** Any refunds due will be made within a maximum of 14 days. Credits typically appear in customer accounts within 5-7 working days. Got a problem? Email onlineshop@y-cam.com with your details.

For internal use only

Date received

Condition

Refunded

Manager



ERA Home Security
Y-cam Returns Department

Valiant Way
Wolverhampton
WV9 5GB
UK

For delivery problems or issues,
please contact: 0208 334 7373