



Refund policy

Returns

Our policy lasts 28 days. If 28 days have gone by since your purchase, unfortunately we can't offer you a refund or exchange.

Changed your mind

If you have simply changed your mind about any item ordered and you wish to return it, no problem. An order can be cancelled at any point before the goods are delivered to you. In line with the Consumer Contract (ICAC'S) Regulations you have a cooling off period where an item can be returned within 14 days following the day after you receive your item. The item must not be used and must be 'as new' when returned to us. You must return the item to us or request us to collect the item, in either case, at your cost. Once you've informed us that you wish to return your item, you have 30 days to return it. Once the item is received at Alphacomponents.co.uk, we'll issue a full refund for the product to your original payment method.

To be eligible for a return, your item must be unused and in the same condition that you received it. It must also be in the original packaging, and be in a state that enables us to resell no problem.

All damaged items must be reported to support@alphacomponents.co.uk within 48 hours of receipt of goods from courier, any later and the goods will not be accepted.

Additional non-returnable items:

- Downloadable software products.
- In-ear headphones or similar.

To complete your return, we require a receipt or proof of purchase.

Please do not send your purchase back to the manufacturer.

There are certain situations where only partial refunds are granted (if applicable)

- Any item not in its original condition, is damaged or missing parts for reasons not due to our error
- Any item that is returned more than 28 days after delivery

Refunds (if applicable)

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within a certain amount of days.

Late or missing refunds (if applicable)

If you haven't received a refund yet, first check your bank account again.

Then contact your credit card company, it may take some time before your refund is officially posted.

Next contact your bank. There is often some processing time before a refund is posted.

If you've done all of this and you still have not received your refund yet, please contact us at support@alphacomponents.co.uk.

Sale items (if applicable)

Only regular priced items may be refunded, unfortunately sale items cannot be refunded.

Exchanges (if applicable)

We only replace items if they are defective defective by the manufacturer in accordance with the End-

User License Agreement or damaged. If you need to exchange it for the same item, send us an email at support@alphacomponents.co.uk and we'll send you our returns address. All electronic software downloads cannot be returned to Alpha Components.

Gifts

If the item was marked as a gift when purchased and shipped directly to you, you'll receive a gift credit for the value of your return. Once the returned item is received, a gift certificate will be mailed to you.

If the item wasn't marked as a gift when purchased, or the gift giver had the order shipped to themselves to give to you later, we will send a refund to the gift giver and he will find out about your return.

Shipping

To return your product, you should mail your product to: Alpha Components UK, 35 Mountain View, Tonyrefail, CF398JG, United Kingdom

Wrong item ordered

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.

Wrong item received or damaged (reported within 48 hours)

We will be responsible for the shipping costs

Depending on where you live, the time it may take for your exchanged product to reach you, may vary.

If you are shipping an item over £50, you should consider using a trackable shipping service or purchasing shipping insurance. We don't guarantee that we will receive your returned item.

What is the ISO 13406-2 standard for LCD screen pixel faults?

All LCD displays sold at Alphacomponents.co.uk adhere to the ISO 13406-2 standard with regard to pixel faults. ISO 13406-2 recommends how many defaults are acceptable in a display before it should be replaced, within the terms & conditions of warranty. The below is relevant to Class II LCD panels. The standard of production techniques today cannot guarantee an absolutely fault free screen display. A few isolated constant lit or unlit pixels may be present.

The table below shows the allowable number of malfunctioning pixels that are acceptable, depending on the native resolution of the LCD and allowing for two malfunctioning pixels per million pixels.

Native Resolution	No. of Pixels	No. of Million Pixels	Acceptable Defects
1024 x 768	786,432	0.8	2
1280 x 1024	1,310,720	1.3	3
1600 x 1200	1,920,200	1.9	4
2048 x 1536	3,145,728	3.1	6

The table below shows the allowable number of malfunctioning sub-pixels that are acceptable, depending on the native resolution of the LCD and allowing for five malfunctioning sub-pixels per million pixels.

Native Resolution	No. of Pixels	No. of Million Pixels	Acceptable Defects
1024 x 768	786,432	0.8	4
1280 x 1024	1,310,720	1.3	7
1600 x 1200	1,920,200	1.9	10
2048 x 1536	3,145,728	3.1	16

The table below shows the allowable number of malfunctioning sub-pixels that are acceptable within a 5 x 5 block of pixels, depending on the native resolution and allowing for two malfunctioning sub-pixels within a 5 x 5 block, per million pixels.

Native Resolution	No. of Pixels	No. of Million Pixels	Acceptable Defects
1024 x 768	786,432	0.8	2
1280 x 1024	1,310,720	1.3	3
1600 x 1200	1,920,200	1.9	4
2048 x 1536	3,145,728	3.1	6