

RETURNS POLICIES

EDGE INDIVIDUAL RETURNS POLICY

Products/Hardware

If you are unhappy or unsatisfied with your EDGE Individual, you may cancel your Subscription and return your EDGE Individual (at your own cost) for any reason within 14 days of receipt for a full refund.

In order to receive a refund you must request the refund within fourteen (14) days of receipt of your EDGE Individual.

Please see instructions below of how to make this request and complete a return in order to receive your refund.

Returns Procedure

Please note, hardware can only be returned in its original condition and should be returned with all of the original packaging. The returned order must be complete, including all original components such as packaging, manuals, accessories, chargers and garments.

If the PlayerData Vest being returned has been used, it will result in a deduction of the refunded order.

Step 1 – Contact support@playerdata.com to request a return

Step 2 – Once confirmed, package your EDGE Individual and return it to the address provided

Step 3 – Once we have received your return, your refund will be processed, providing it is returned within 14 days of initial receipt

Step 4 – Once returned, your online Account associated with the return will be cancelled. For the sake of clarity, you will not be able to use the Account associated with the EDGE Unit that was returned [NB. This does not apply for exchanges or replacements due to hardware faults.]

Subscriptions

If you are unhappy or unsatisfied with your EDGE Individual Subscription, you may cancel your Subscription and return your EDGE Individual for any reason within fourteen (14) days of receipt of your EDGE Individual for a full refund of your Upfront Fee and your Subscription Fee as described above.

You can still cancel your EDGE Individual Subscription at any time outside of the initial fourteen (14) days, provided that the cancellation of the Subscription and ending of the contract will only take effect at the expiry of the existing Subscription Term that you signed up for. For example, if you cancel your subscription 6 months into a 12 month recurring plan, your Subscription will only be cancelled at the end of the 12 month period.

You will not receive a refund in respect of the existing Subscription Term for which you have already paid if you are outside of the initial fourteen (14) days of purchase, however, you will not be charged any further Subscription fees. You will not receive a refund for the Upfront Fee if you are outside of the first fourteen (14) days unless there is a fault.

How to Cancel Your Subscription

Within the first fourteen (14) days

Email us at support@playerdata.com to request a cancellation and refund. Our team will process your request and cancel your Subscription, issuing a refund for the Initial Subscription Term.

You may also return the EDGE Individual Hardware to receive a refund for the Upfront Fee (see above). We recommend that you do this to receive a full refund for the hardware as well. If you have returned the hardware using the above process, your Subscription will automatically be cancelled.

Outside of the first fourteen (14) days

Log into your account in the PlayerData app and cancel your Subscription using the cancel subscription button. This can be found in the 'Manage Subscription' section under 'More' in the app. Select 'Cancel Subscription' and provide a reason for your cancellation. Your Subscription will be cancelled from the next billig cycle and you will not be charged.

Your Subscription will be cancelled at the end of your current Subscription Term. E.g. If you have already paid for the next three months, this will end at the end of these three months and you will not be charged again.

If you have any issues, contact us at support@playerdata.com