

# RETURNS POLICIES

## EDGE FOR TEAMS RETURNS POLICY

### EDGE for Teams Subscription

If you are unhappy or unsatisfied with the EDGE for Teams subscription for any reason, please contact our Customer Success Team at [support@playerdata.com](mailto:support@playerdata.com) where they will endeavour to resolve the issue and, where necessary, compensate accordingly.

We have a fourteen (14) day grace period starting from when you receive your order in which you can change your mind and cancel your subscription. To do so, please contact [support@playerdata.com](mailto:support@playerdata.com)

Please note, hardware must be returned in its original condition and should be returned with all of the original packaging in order to qualify for a cancellation. The returned order must be complete, including all original components such as packaging, manuals, accessories, chargers and garments to receive a full refund and will be returned at your own cost.

### PlayerData Vests

We cannot accept returns for any used vests. This is for hygiene reasons. We can only accept returns for vests in their original packaging, or for damaged/faulty goods.

### Faulty Units

For most faulty or damaged goods, we require you to send back the faulty item and we will send out a replacement for you after we receive the faulty unit.

Contact [support@playerdata.com](mailto:support@playerdata.com) if you receive your replacement unit before you ship back your faulty unit, you have 14 days to return it to us before automatically being charged for the additional unit until it is returned.

### Contracts During Initial Term

As you have signed an agreement for a set duration of time, it is not possible to cancel your contract before the end of the agreed Term outside of the fourteen (14) day grace period. If you wish to cancel your contract after this point to stop the automatic renewal of your contract, please contact our Customer Success Team on [support@playerdata.com](mailto:support@playerdata.com) in advance of your end date.

If you cancel your subscription, you will not be eligible for any discounts, promotions or bonus features that recurring customers may be offered.