

FAQs

About 'info' buttons.

Info buttons are in many places on the site. You will notice them on the corner of a module.



If you want to know more about the cart, search box or Live Person Chat, just click 'info'. Our site will display the page using a built in viewer which is specifically about the section you are interested in.



How long will my order take to arrive?

In Stock items generally take 1-3 working days to arrive with you. If the delivery time is likely to be different to this you will notice additional information next to the price within the product pages. We endeavor to keep customers up to date with their orders, so if we are experiencing delays we will let you know via email as soon as possible.

You will also receive confirmation messages from both Google and Pay Pal when we ship items. This will include and tracking information if applicable.

How do I contact Sound Unlimited?

You can contact us via phone Mon-Fri 9.30-5.00, via email sales@soundunlimited.co.uk and also through our Live Person Chat service, which is an easy-to-use no sign-up instant messaging service located in the top right corner of the website. If a member of staff is online it will be displayed clearly, if not it will just give an option to email us.

Can I collect?

You can collect items from us. Please call us on 01752 265 312 to enquire about this option. You can of course email us or contact us on Live Person chat to find out more.

Returns and Refunds.

If you don't like the goods or you have changed your mind you can cancel your order. As a consumer, you have the right to return or cancel your order for any reason within seven days of purchase, this is your 'cooling off' period. Returned goods must be in their original packaging and condition; otherwise they cannot be returned.

To return an order please contact us by phone (01752 265312) or email us at sales@soundunlimited.co.uk. We will issue you with a returns number. Please send the item back with a covering note that includes your name, address and the returns number. Feel free to add any customer feedback, we are always interested in our customers' opinions of products.

Items are returned at the customers' risk and expense, please send returns via recorded delivery with either an insured courier service or Royal Mail Recorded Delivery, this covers both you and us in the case of an item getting lost in the post.

If a product is found to be faulty within 28 days we will refund the shipping cost. All replacement or repaired items are returned at our expense unless misuse applies.

Please contact us first in ALL return cases.

sales@soundunlimited.co.uk

01752 265312

Do you price match?

We do our best to be competitive at all times. If you find a product cheaper elsewhere please contact us and we will do our best to price match.

How can I amend my order?

Google Checkout allows you to send us a question from your login screen. This gives us the items you have purchased.

The easiest way is to forward your confirmation email to sales@soundunlimited.co.uk with any amendments or questions. This way we have all the associated information so we can help you easily.

Do you ship internationally?

We do ship internationally. We are building a new section of the shopping cart to allow you to select your country. It will adjust the shipping and remove Tax where necessary. Please click the info button next to "country" under the cart.

Do you offer finance or hire purchase?

We currently do not offer any finance or hire purchase.