

Cancellations, Return & Refund Policy

Last updated: 30.04.2024

We value your satisfaction and want to do our best for you to have a positive experience with our Tide Card Readers. Although we are committed to ensuring the products you purchase from us are picked and packed with the utmost care, there may be times when there is a need for a refund or a replacement of one of the Tide Card Readers.

The following information explains our cancellations, returns and refund policy, however, if you need any further advice please contact us at hello@tide.co or through the in-app chat.

By making a purchase with Tide Platform, you acknowledge and agree to this Cancellations, Return & Refund Policy.

1. Cancellations and Delivery Delays

Generally, you can't cancel an order once it's been placed.

We always endeavour that your order is delivered on time, however a delivery delay or failure can still occur (item is lost in transit, your parcel remains undelivered for more than 30 days or the shipping status indicates that your Tide Card Reader is returning back to the warehouse). In the unfortunate event of a delivery failure, you can cancel the delivery and request a refund by contacting the Tide member support or we can arrange a replacement to be sent to you at no additional charge.

In cases where the Tide Card Reader order is marked as "delivered" by our courier partner and "a proof of delivery" has been attached, we deem the order as fulfilled. Please contact us immediately if the system shows your order as delivered but you have not received it. Once your claim has been confirmed based on the proofs you have submitted, a replacement can be arranged.

If the delivery has been rejected, the Tide member support will contact you and you can request a refund.

2. Returns and Defects

2.1 You have changed your mind

As we have a B2B (Business to Business) relationship with you, we generally do not offer refunds if you change your mind and no longer require the Tide Card Reader you received from us. B2B contracts are exempt from the Consumer Rights Act 2015 and the Consumer Contracts (formerly distance selling) regulations.

However, if you purchase a Card Reader from Tide and it remains in unused condition, in its original packaging, and the terminal box's seal has not been broken, you may return it to us

within 30 days of receipt of delivery. We reserve the right to, in our sole discretion, determine whether the returned Tide Card Reader is in unused condition. Devices returned to us later than 30 days after receipt of delivery as well as devices which have been opened will not be refunded. Please contact Tide member support at hello@tide.co or through the in-app chat for return shipping instructions.

2.2 Defective or Damaged Items

We do make every effort to ensure your Tide Card Reader is delivered in good condition however, occasionally some products can get damaged during delivery, so we please ask you to inspect your order upon receipt. If you are not satisfied with the condition of your order, please contact the Tide Member support team with photos. If you have not contacted us within 3 days of receiving a package, which has been damaged during delivery, we will deem your order as accepted.

If your Tide Card Reader is not working properly and/or is defective, you can contact us within 120 days of receiving the device. We will provide instructions for returning the item.

The returned Tide Card Reader will be examined in order for the cause of the reported defect to be established.

If the defect is confirmed and is covered by the 4-month warranty, no additional fees will be charged and we will send you a replacement device.

If no defect is found in the Tide Card Reader, you might be charged the costs of investigation (not to exceed 50% of the Tide Card Reader then current standard price listed on the Tide website). We urge you to carefully check the Tide Card Reader before you send it to us to ensure that it is defective.

If the issue that triggered the defect in the Tide Card Reader is caused by an out-of-warranty cause listed below, you might be charged the out-of-warranty repair costs (not to exceed the Tide Card Reader's then current standard price listed on the Tide website).

The following causes are not covered by the 4-month-warranty:

- Opening, changing, repairing, modifying or adding to the Tide Card Reader by parties other than Tide or its representatives (or any attempt to do so);
- Use with improper consumables, accessories or devices;
- Undue external influence (e.g. contact with water, temperature outside operating conditions, oxidation, dropping the device etc.);
- Improper use, i.e. use contrary to the Tide Card Reader operating instructions;
- Power supply defect (power surge);
- Missing parts or damaged plastics;
- Issues you could have resolved yourself by updating or enabling updates of the Tide Card Reader software in accordance with the Tide Payment Acceptance Terms; or
- Rechargeable battery failures.

Any Tide Card Reader returned which is not found to be defective, or has been damaged or misused by you, will be returned to you and you may be invoiced for the cost of shipping. You agree that we may collect and deduct the amount that you owe us from your main Tide Business Account or, if there are insufficient funds on your main Tide Business Account, request that you pay the amount to a bank account designated by us immediately on demand.

2.2 Incorrect Items

If you receive an incorrect item, please notify us within 3 days of receiving the device. We will provide instructions for returning the item, and upon verification, we will ship the correct item or issue a refund.

Please note that a Tide Card Reader is not considered “incorrect” only due to the fact that a feature or a function you assumed was included, but was not listed in its specifications, is not available. If you would like to discuss this further, please send an email with your query to hello@tide.co.

3. Refunds

3.1 Refund Processing

Justified or approved refunds will be processed within 14 business days after we have confirmed its defect or the unused condition of the returned device.

The refund will be issued to your main Tide Business Account.

3.2 Non-Refundable Items

Accessories, paper rolls, chargers, cables etc are consumables and are not eligible for a return and refund.

4. Contact Information

For any inquiries or assistance regarding cancellations, returns, or refunds, please contact the Tide Member Support team at hello@tide.co.

5. Changes to this Policy

Tide reserves the right to update or modify this policy by giving you at least two (2) months' notice.