

RETURNS AND REFUND POLICY

Effective Date: 01 October 2024

At FloSure, we are committed to providing high-quality products and services. This policy outlines the terms for returns and cancellations for our devices and the Support Assist Package.

DEVICE RETURNS

Cooling-Off Period: Customers have a 14-day cooling-off period for the purchase of devices. However:

- **Installed Devices:** Once the Grohe Sense Guard Smart Water Controller, Grohe Sense Smart Water Sensor, or Grohe Sense+ is installed, returns are not accepted, and refunds are not provided.
- **Pre-Installation:** You may return the device before installation begins. After installation, returns are no longer possible.

SUPPORT ASSIST PACKAGE CANCELLATION

Cooling-Off Period: You have the right to cancel the Support Assist Package within 14 days of purchase. The Support Assist Package includes support and advice and does not require installation. To cancel:

- **How to Cancel:** Send written notice to FloSure at support@flosure.co.uk.

Post-Purchase: After the 14-day period, the Support Assist Package cannot be cancelled, and no refunds will be issued for the remaining coverage period.

FLOSURE'S RIGHT TO CANCEL

FloSure may cancel the Support Assist Package for reasons such as non-compliance with terms or misuse of services.

- **Notification:** You will be informed in writing if FloSure cancels your package. Any prepaid fees for the period after cancellation will be refunded on a pro-rata basis.

CONTACT INFORMATION

For questions about this policy or to request a cancellation or refund, please contact us at support@flosure.co.uk.

Thank you for choosing FloSure. We are dedicated to providing excellent products and support to protect your property.

FloSure: Protecting Your Property with Precision - Prevent • Detect • Save!