



Warranty & Returns Policy

Voice & Data Resale - VDR Resale

Our aim is complete customer satisfaction

We always aim to provide the best solutions at the best price for our partners. If, for any reason, you are not satisfied, please get in contact with us and we will do our best to resolve any issue you have.

- All new items covered by manufacturer's warranty > 1 year.
- Refurbished goods are covered by VDR Resales 3 month warranty.
- If you do need to return an item, please fill in return request first.

You can raise a ticket with our support team by clicking this link and completing the form provided.

What is a Manufacturers Guarantee?

The Manufacturer's warranties vary from one year to three years. (and some even more than this) - in some cases it is possible for you (after purchasing a product from VDR Resale) to contact the manufacturer for an extended warranty. VDR Resale also sells renewed/ refurbished telecoms which we ship with a 3 month warranty.

VDR Resale Refurbished Telecoms 3 Month Warranty.

VDR provide a 3 month warranty on recycled technology from the delivery date. You can learn more about our 3 Month Warranty on this link provided.

Returns Process

If you are concerned that you have purchased the wrong item or feel that the product is not functioning as it should then do contact us via email or telephone first to see if we can resolve the issue. If all fails then please fill in a return request on the link provided.

7 Day return policy

If you change your mind or are unhappy with your order, you can return your order within 7 days of delivery. All goods must be returned in the same state and condition that they were delivered to you in.

For a refund, all the original packaging as well as any documentation, must be returned in a resalable condition, or you may be subject to a restocking fee (up to a maximum of 25%). Packaging and posting costs are not refunded unless the goods are found to be faulty.

How to process a returns request with VDR Resale

Products must not be returned to VDR Resale by delivery without an authorised returns number. We ask customers to complete the return request form to obtain a returns number.

You may also contact us on 0208 440 9908 Mon-Fri 10.00am - 4.00pm if you need to discuss your return. Any products returned without an authorised returns number will not be accepted by our warehouse. The cost of the return of the products to VDR Resale is to be paid by the customers unless otherwise arranged in advance.

Please make sure parcels are adequately protected for transportation as we cannot be held responsible for loss or damage to goods in transit being sent to us by a third party. Do not write on or use tape directly on the actual goods' packaging as this will regrettably incur a repackaging fee.