

Returns Information

Returns and Exchange

If you change your mind within 14 days of receiving your purchase, we're happy to cancel your service, as long as you return the device to us with the all original undamaged packaging, accessories and all information included.

If your device develops a fault and you return it to us within 30 days of receiving your product, we're happy to refund or exchange it for you. If your device develops a fault after 30 days, please call our Customer Care Team on 0800 112 3201

How do I return my purchase?

If you made your purchase online or over the phone, you will need to call our Customer Care Team to arrange the return of your purchase.

Customer Care Team Contact Details

Please call 0800 112 3201 or contact us via email: info@personalalarms.org

Opening hours:

- Monday to Friday: 8am – 6.30pm
- Saturday and Sunday our office is closed