



FAQ's

ORDER ISSUES

Not what you ordered?

If you have received the wrong product, please get in touch with us via email at support@echo.online.

Faulty item?

If your product has arrived damaged or broken please contact us via email at support@echo.online.

Missing item?

If you are missing items from your order or your order has not arrived, please get in touch with us via email at support@echo.online.

SHIPPING

At Echo, we are committed to bringing our products to everyone in the world and our service delivers everywhere. Our logistics partners work closely with most reliable international and domestic couriers to ensure your orders arrive safely and on time.

If you would like a shipping update, please contact our support team at support@echo.online.

Shipping Costs

The type, quantity and weight of your package may vary, and as such costs will vary. Shipping costs will also depend on your location. Shipping quotations can be obtained by selecting your items and adding them to your cart, you can then add your shipping address at the shopping cart section. There are a selection of different shipping options to choose from, but all come with proof of postage.

Where's my order?

If you have selected one of the tracking options, you will be sent the tracking details once it has been posted. If you have not chosen for your order to be tracked, we can provide you with proof of postage, but Echo has no responsibility for orders lost during the postage process.

UK delivery time

Please allow 3 working days for UK orders.

International delivery time

International deliveries will vary depending on delivery location. Please allow up to 10 working days.

WARRANTY

All Echo products have a two-year manufacturers warranty from the date of purchase unless otherwise stated. If you think your product is defective, and under warranty, please contact support@echo.online.

RETURNS & REFUNDS

If you are not satisfied with your order or the product is defective, you may return the item to us in its original condition within 14 days of receipt.

Only items purchased directly from www.echo.online will be accepted; for products purchased from retailers, please get in touch with them directly. Monetary refunds are not accepted for any items purchased at sale price.

Returned items must be in original packaging including accessories, manuals and documentation.

Non-returnable items include items purchased through retailers, incorrect products purchased and damaged products through customer mishandling. Returns made without receipt may be rejected. Echo reserves the right to deny any return.

Processed refunds are completed within 14 working days. Refunds are issue depending on your original form of payment.

Cancelling orders

Orders that have already been dispatched cannot be cancelled and have to be refunded.

PRODUCTS & STOCK

When will an item be back in stock?

Details on production schedules for out of stock items will be updated regularly and information will be on the product page.

OTHER QUESTIONS

Insert question page