



Conditions of Sale

Please scroll through this screen to read our Conditions of Sale and print a copy for future reference.

General

These Conditions of Sale are for business customers only.

We do business only under these Conditions of Sale.

Goods are subject to availability and may vary from those advertised/quoted.

You must decide before ordering if the goods are suitable for your needs.

Please note we are not obliged to accept your order or offer you credit terms.

Prices and Payment

Our advertised prices do not include delivery. The price of the goods may be changed from the one advertised. Please confirm the price before you order.

We accept payment by bank transfer, cheque, or cash. All invoices must be paid within 7 days.

We remain owners of the goods you purchase until you have paid for all of them in full.

If you have not paid within 7 days of the invoice date we will remove any goods for which you owe money. Labour will still be invoiced on a NEW invoice. Any data loss due to removal of hard drives etc is YOUR responsibility, not ours. Backups SHOULD be a part of your weekly routine!

Delivery

We charge for all deliveries. Please notify us in advance if you have any special delivery requirements.

If the goods do not arrive or are incomplete or damaged when you open them you must tell us within 2 days of receipt.

After delivery you are responsible for protecting the goods against loss or damage.



Returns

We will accept returns of **faulty** goods within 7 days of delivery. You will need to obtain an RMA (Returned Merchandise Authorisation). Goods must be returned in their original packaging.

If you change your mind we may take goods back at our discretion if they are unopened, unused and in perfect condition. There will be a handling charge of 20% of the purchase price for this service plus delivery/pickup costs. This does not and will NEVER include Software or Full PC Builds.

If you return goods please ensure that you have backed up your data. We will not be responsible for any data that is lost.

Guarantee and Liability

All our goods are sold to you with the benefit of the manufacturer's warranty.

Any computer systems sold only have warranties that cover HARDWARE, software cannot be covered, due to viruses and user error. Any systems with software faults will be subject to the standard call out charges.

We do not accept liability for claims concerning the goods as to their quality, fitness for purpose or otherwise, except for death or personal injury caused by our negligence. Nor do we accept any liability for indirect or consequential losses or loss of profits.

We exclude any warranties in respect of the goods express or implied by statute, common law or of any other kind.

Any accidental damage to equipment or personnel on your premises must be covered by your own insurers. No employee/contractor of **Mobile PC Rescue** can be held responsible for accidental damage on your premises.

It is your responsibility to ensure that all your data is backed up, we cannot be held responsible under ANY circumstances, for data loss and loss of business due to data loss while we are working on your systems. Speak to us regarding a backup solution to protect your business from data loss. We offer a DATA BACKUP service, backing up your systems to DVD RAM or BLU-RAY media; backup is charged on a per GIG basis. Ask us for full details.



www.mobilepcrescue.co.uk

Websites & Domains

When you "buy" a domain, you only rent that name for a set period of time.

If you wish to close your site, please notify us 8 weeks before the domain is due for renewal as the automated systems will renew the domain for you and you will be charged for another year. This is out of our hands and is a fully automated system.

Websites remain the property of Mobile PC Rescue until payment is made in FULL for the completed work. Once full payment is made all images, documents etc pertaining to the site will be given to the owner if requested.

A 50% deposit must be paid before work commences on websites. This is to cover costs of domains and time setting up the servers etc as well as time spent designing the site. If for any reason the site is not completed within the allotted time period (Usually 2 months) then it is up to Mobile PC Rescue as to whether the project is worth completing or not, and the price will go under review. This is simply to stop people dragging site design on for months and months. (I am sorry to say this happened several time, hence this rule).

If the site is scrapped and no further monies are received then all the work WE have done remains the property of Mobile PC Rescue.

The domains can be transferred to a 3rd party host and this incurs an administration fee of £50. This covers time and phone calls to the relevant parties to ensure a smooth transition and as little downtime as possible (usually 72 hours MAX).

All deposits are of course NON REFUNDABLE!

Hardware Issues

If your PC has developed a fault, it may need to have replacement parts, any labour done will be charged at the normal hourly rate, ONLY hardware is part of your warranty, NOT LABOUR. We strongly advise that you may lose data if hard drives have to be replaced or formatted.

Telephone Calls

We sometimes monitor or record telephone calls for legal purposes.

Questions?

If you anything to ask please contact us from our website.