

Hardware terms & conditions

Conditions for Sale of Hardware to Business Customers

General

1. These Conditions only apply to the sale of hardware to business customers. They do not apply to Airtime contracts.
2. They do not apply to consumers whose statutory rights are not affected in any way. Any sales to consumers to whom the Consumer Protection (Distance Selling) Regulations 2000 apply can be cancelled in writing within seven days of delivery of the goods. We will then reimburse any payment which has been made within 30 days. Any goods returned by a consumer must be in a resalable condition and will be subject to a return charge of £10 plus VAT per item.
3. Goods are subject to availability and may vary from those advertised.
4. You must decide before ordering if the goods are suitable for your needs.
5. Please note that we reserve the right to cancel or refuse orders for items shown on our websites with an incorrect price or with any other incorrect information. **No contract is made with you until we have dispatched your order.**

Prices and Payment

6. Our advertised prices do not include VAT and delivery. The price of the goods may be changed from the one advertised. Please confirm the price before you order.
7. We accept credit or debit card payment taken at the point of customer order and not on dispatch of goods.
8. Goods bought on credit must be paid for within 14 days of our invoice date unless by prior agreement with us. We may share customer credit history information with relevant credit agencies.
9. We remain owners of the goods you purchase until you have paid for all of them in full. We can retrieve and resell them if they are not paid for. This applies to all goods we supply to you and to any money owing in respect of any transaction with you.

Delivery

10. We charge for all deliveries. We operate a standard next day delivery service for in stock items. Any items that are not in stock and/or have to be ordered will be delivered as soon as practicable.
11. If the goods do not arrive or are incomplete, are the wrong goods or are damaged when you open them, you must tell us within 3 days of receipt.

Returns

12. It is your responsibility to check the goods on delivery. All our goods are sold to you with the benefit of the manufacturer's warranty. For details of our full Returns Policy, please refer to the "Returns" tab.

Guarantee and Liability

13. You get the benefit of the manufacturer's warranty in respect of all the goods we sell. We do not provide any warranties ourselves and we exclude any warranties express or implied by statute, common law or of any other kind.
14. We are resellers to business customers and as permitted under the Unfair Contract Terms Act 1977 we exclude liability for claims regarding the quality or fitness for purpose of goods or otherwise which consumers can make under the Sale of Goods Act 1979. We are liable for death or personal injury caused by our negligence. We do not accept any liability for indirect or consequential losses or loss of profits.

Gifts

15. We sometimes offer promotional free gifts. Please let us know if you do not want to receive them.

Telephone Calls

16. We sometimes monitor or record telephone calls for training purposes.

Company Details

17. Genesis Communications Limited . Company number 6027036. Registered office: Waterfold Park, Rochdale Road, Bury, Lancashire, BL97BJ. (REF13.07.07).

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