



Terms & Conditions

We've tried to keep our Terms and Conditions as clear as possible, and give you all the information we can (but not too much) about your transactions with us so that you completely understand the whole process, from order to delivery and beyond. It's really important to us that your experience meets expectations, so please spend a few minutes and read on.

You'll need to accept our T's & C's every time you make a purchase – they might change from time to time, so do check the date at the top of the page. Please note that different terms (including prices, charges for services, availability, delivery times and returns policies) apply to purchases made in one of our premises or via our website

Prices and payments

As you would expect all our prices are in UK pounds. The total cost of your order will be the price of the products you order, the delivery charge (if any), plus any additional services you choose e.g. premium delivery or installation. You'll see all these in your Shopping Basket before you submit an order. Payment is deducted once an order is submitted via the website.

Missing, damaged or incorrect orders

We do everything we can to ensure your order arrives at your door complete and in pristine condition. If you don't receive all of your products at once, you can check that they have been dispatched using our tracking facility detailed in the confirmation email. If it's not on its way, you can contact us via our website. In the unlikely event that the product is faulty, please follow the instructions in the delivery documents. We ensure that all of our refurbished products are tested for a minimum of 24 hours prior to being offered for sale.



Returns/cancellations and after sales policy

If for whatever reason you change your mind and would like to return your order after delivery, we're happy to refund or exchange your purchase as long as it's unopened and in its original packaging. This option is available for 7 days after delivery or collection. We always keep records of each item we sell by saving its serial number and specifications if your item is a computer tower or laptop.

We cannot refund/cancel your purchase:

If you return your product to us without proof of purchase.

The product is a refurbished item.

If you visited us and we did not explain the capabilities and condition of the refurbished item.

Faulty goods

It's bad enough that your product develops a fault, so we try to make our returns or repair service as painless as possible.

You always have the option of an exchange or refund if the fault occurs within 7 days of delivery.

This website

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General

These terms and conditions, and all transactions relating to this website and all non-contractual obligations arising from any transaction carried out on this website are governed by English law and are subject to the non-exclusive jurisdiction of the English courts. We do not accept amendments to these terms and conditions.

Your data protection rights are set out in our Privacy Policy.

These terms and conditions only cover our website and premises. Any other websites to which you link from this site are governed by their own terms and conditions. We accept no responsibility or liability for the content or operation of websites which are not under our control. We are required by law to tell you that sales can be concluded in English only and that no public filing requirements apply. We acknowledge we have a legal duty to supply goods that are in conformity with a contract.