



computerfactory

# Store Policy

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This document states the terms and conditions under which you use the www.computerfactoryuk.com website.

Any use of this website means that you agree to them. If you do not agree with these terms and conditions, then you are not authorised to use this website.

computerfactoryuk.com is a trading division of COMPUTER FACTORY UK Ltd, based in Abercarn, Caerphilly county borough, Wales which operates the www.computerfactoryuk.com website. computerfactoryuk.com can be contacted via our 'Contact Us' form.

## Contents

1. PAYMENT FOR GOODS AND DELIVERY CHARGES .....	3
2. DELIVERY TIMES .....	3
3. PRICES .....	3
4. computerfactoryuk.com WARRANTIES.....	4
5. computerfactoryuk.com LIMITED LIABILITY .....	5
6. AVAILABILITY OF THE WEBSITE AND GOODS.....	5
7. INTELLECTUAL PROPERTY RIGHTS .....	5
8. computerfactoryuk.com CANCELLATION RIGHTS.....	5
9. RETURNS AND EXCHANGE .....	6
10. REFUSAL OF GOODS.....	6
11. FAULTY ITEMS .....	7
12. CANCELLATION.....	7
13. PACKAGING .....	8
14. PRIVACY POLICY .....	8
15. RIGHT TO ALTER TERMS AND CONDITIONS.....	8
16. JURISDICTION .....	8
17. NON RECEIPT OF GOODS .....	8

## 1. PAYMENT FOR GOODS AND DELIVERY CHARGES



computerfactoryuk.com can only supply goods that are ordered online via the website. All payments including all shipping and handling fees must be made by either credit, debit card. hanon-shop.com will not accept any other form of payment.\* All transactions are completed on a secure server.

## 2. DELIVERY TIMES



Delivery times are dependent on the level of service you select at the checkout. These times are in no way a guarantee and are based on approximations.

## 3. PRICES



Prices are as stated on the website and are subject to change at any time without notice.

## 4. computerfactoryuk.com WARRANTIES



The refurbished equipment that we sell is covered by our warranty, the duration of the warranty will depend on the unit you have purchased and any options you have added. Our standard warranty for all models is twelve months from date of receipt (unless your online order clearly states a longer period).

The warranty covers the hardware of the unit and does not include software or consumables such as ink or batteries. The warranty does not cover any problems which arise through misuse or accidental damage.

If you have a problem please contact us as soon as possible with your order number (or the email address you used to order if you can't find it) and/or the Serial Number of the unit (found on the underside of laptops and on the side of PCs).

In some cases where original manufacturer's warranty exists it may be resolvable with them, we will of course assist you with any information you may require and will contact them on your behalf.

In the first fourteen days (Dead on Arrival DOA period) we will collect the unit from you via courier. After this period the cost of returning any item will fall to the buyer.

If you have any questions during this time, please call or email us and we will happily update you.

In the event we are not able to repair any fault we will replace your machine with the same or higher specification.

## 5. computerfactoryuk.com LIMITED LIABILITY



Except in relation to liability for death or personal injury computerfactoryuk.com liability for negligence shall be limited to the total value of the transaction. computerfactoryuk.com shall not be liable for any indirect, consequential, or special losses even if computerfactoryuk.com has previously been advised of the likelihood of such losses.

## 6. AVAILABILITY OF THE WEBSITE AND GOODS

computerfactoryuk.com will use all reasonable endeavours to ensure that the website does not have any problems and that the goods displayed are available. However, it cannot guarantee the availability of the website or that any goods on the site are in stock or available.

## 7. INTELLECTUAL PROPERTY RIGHTS

The rights in the designs and content of this website are owned by COMPUTER FACTORY UK Copyright and other intellectual property rights protect them. You may not copy, reproduce, modify, distribute display post or transmit any part of this site without permission. All trademarks, product names and company names or logos featured on this website are the property of their owners.

## 8. computerfactoryuk.com CANCELLATION RIGHTS

computerfactoryuk.com reserve the right to cancel orders at any stage of the ordering and warehousing process. COMPUTER FACTORY UK contract with customers is not initiated until the goods have been dispatched. computerfactoryuk.com brand and stock contracts supersede customer contracts in regards to stock pricing and availability.

## 9. RETURNS AND EXCHANGE

If you wish to return an item, please circle your reason for returning on the enclosed Dispatch Note and ensure both item and Dispatch Note are sent back using the returns address provided within 14 days of receiving your order.

All returned items must be unworn, unwashed, complete with original tags and/or packaging if applicable.

All Items must be in original, resalable condition.

We advise to try on a clean surface until you are certain you are keeping them. Products should be returned unmarked and in their original, undamaged box as this is considered part of the product. Items that are returned without a box, in a damaged box or with marked soles may not be accepted, and may be sent back to the customer.

We do not pay for return postage on items that are simply unsuitable or do not fit with the customer expectation. Returns postage must be covered by the customer. You should be returning a faulty item for a refund, we will refund both the original shipping costs and the return delivery costs.

Please make sure all returned items are well packaged, so as not to be damaged in the post and are sent with a trackable, insured service as we cannot take responsibility for items damaged or lost in the return transit.

If returned an item from outside the UK, please clearly mark the package 'RETURNED GOODS', to avoid any customs charges. Computer Factory UK is NOT responsible for any return custom charges made.

## 10. REFUSAL OF GOODS

We understand that if you change your mind during delivery sometimes it is easier to refuse a package on delivery rather than accept and return however by refusing the delivery you are automatically and accept liability for the package's return which may take up to 21 working days in transit. Please note if the package is lost or damaged on return to Computer Factory UK then we are not accountable for any charges this may cause. Loss of a refused package will result in no refund being processed. Refusal of the package on delivery does not extend to refusal of customs charges- any packages returned to us as refused at customs are not liable for a full refund. Refused at customs orders will be refunded minus shipping costs and may incur admin fees.

## 11. FAULTY ITEMS

If the item you received is faulty, please contact customer support quoting your order number, your name and address, details of the product and the fault. We will respond to you as soon as possible to acknowledge your issue and from there will request that you send us across a few photographs of the fault. The photographs will be sent across to our representatives from the appropriate brand to determine the course of action. Please note that we will not be required to provide a refund if you continue to use the goods after discovering the fault. If the item is reported faulty and we have reached an agreement on any compensative measures in the form of a partial refund or discount then please note that the item will not be valid for any further refunds or exchanges if chosen to keep and continue to use the item that has already been noted as faulty. Failure to cooperate will deem Computer Factory UK non-liable to any instance of refund. On returning a faulty or incorrect item you must also email us a photograph or scan of your proof of postage we can have that refunded to you also for the expenses caused by returning the faulty item to us.

Please note, we can only provide reimbursement for returns shipping if you provide us with proof of postage in the form of a valid courier or postal office receipt. If your original order was paid by card then we will also need a valid Paypal address to pay the additional return shipping funds into- you will be contacted for this upon the packages return.

## 12. CANCELLATION

You can cancel or amend your order your order in accordance with the Distance Selling regulations however, we stipulate that cancellations and amendments can only be carried out within the initial stages of the order being processed

Orders can only be cancelled or amended if the order status within the shipping system is "staging". Once your order has been "picked" unfortunately we cannot process any cancellations or amendments from this stage as the shipment of your order has been arranged and is now un-editable.

Please contact our Customer Service Representatives to arrange for any cancellations or amendments to be made before your order has moved from staging

We always try to facilitate cancellations however, if a cancellation request is made out-with our Customer Services hours, we cannot guarantee that it will be granted as requests are dealt with in numeric order within our Customer Services hours and your order may have moved through our shipping process by this point.

Please note: We cannot facilitate cancellations of any clearance or sale orders once the order is placed.

## 13. PACKAGING

The outer Computer Factory UK and inner brand packaging of all products sold through computerfactoryuk.com is for protection during transportation and is not replaceable if damaged. If you accept a delivery with damaged or broken packaging you will not be eligible for a refund.

## 14. PRIVACY POLICY

All the information you provide computerfactoryuk.com including your email address, delivery address and credit card details are strictly private and confidential. computerfactoryuk.com acknowledges that it is bound by the Data Protection Act 1998 and that it will not disclose your details to any third party without your express written consent. As a matter of good practice, we do not share any personal information with anyone and we do not sell it to others.

## 15. RIGHT TO ALTER TERMS AND CONDITIONS

The computerfactoryuk.com website is constantly changing, and these terms and conditions may change from time to time. computerfactoryuk.com reserves the right to change the terms and conditions without notice.

## 16. JURISDICTION

This agreement will be governed by the laws of England and Wales and by using the website you agree to submit to the exclusive jurisdiction of the Courts of England and Wales.

## 17. NON RECEIPT OF GOODS

If you have not received your goods within 14 days of dispatch, please contact us as a priority to initiate action. Any goods reported missing or not delivered out-with this time are not eligible for replacement or reimbursement.