

## TERMS AND CONDITIONS

We hope you will find our terms and conditions easy to understand. Please do not hesitate to contact us if you have any questions. It is assumed by making a purchase or placing an order that you accept our terms and conditions.

All goods sold are commercial equipment items and all transactions are classed as a business-to-business transaction and are not covered under normal public consumer law. Do not purchase any items unless you are completely sure it is the correct item for your business. No refunds will be made for incorrect purchases. See also RETURNS below.

**PRICES:** All prices are in £ (pound) sterling. VAT will be charged at 20%. Prices may be changed without notice.

**GUARANTEE:** All our products are supplied with a one year return to base guarantee unless specifically advised on a quotation supplied by us or on an Order Confirmation.

**DELIVERY OF GOODS:** A delivery date will be advised as soon as possible after the order if placed. When your product is delivered, please check carefully for any damage before signing for it. If you do sign for an item as Ok then any damage noticed later cannot be claimed for. Any delay in delivery will not entitle the Buyer to cancel the order. The company will not be liable for failure or delay in delivery of the goods if it is due to an event beyond the reasonable control of the company.

**LOSS OF DATA:** We are not responsible for loss of data or corrupt data. The Buyer is responsible for software compatibility and managing the software and devices.

**RETURNS:** Sale Point Systems are not under any obligation to accept returns of unwanted or unsuitable goods and will only do so at their absolute discretion. In any event returned goods will not be accepted unless they are unused and undamaged and in the original packaging. The goods must be returned complete with all parts, components, accessories and manuals. You will be charged the cost of replacing any missing items or repairing any damage. Furthermore, in the event that we agree to accept a return you will also be liable for a delivery/collection charge and a restocking fee of 30% of the invoiced amount of the returned goods plus VAT. Specially ordered or bespoke items may be subject to additional charges at Sale Point System's discretion. This is because it is unlikely we will be able to sell the goods easily to another buyer at full price. Refunds will only be paid after Sale Point Systems have inspected the returned goods and after deduction of delivery and collection fees and restocking charges etc.

**FAULTY GOODS:** If the goods are found to be faulty at any time during the guarantee period, please contact us on 01737 355321 or 07799 513528. Should a warranty call out be required during the guarantee period, we will instruct an engineer. If this call out is, in his opinion, not a manufacturing fault, we reserve the right to charge you the call out charges and labour costs. Sale Point Systems cannot be held responsible for any loss of stock or business caused by machine failure or time delay in a service call.

**COMPLAINTS:** We hope you will not have a reason to complain. However, if you do have a complaint or wish to make a comment, please contact us by writing to our address at 103 Great Tattenhams, Epsom, Surrey KT18 5RB or if it is easier, you can email us.