

Equipment Sale Terms and Conditions

Valid from 01 Aug 2009

Invoices:

Invoices are sent out to the email address used when placing the order. Please ensure that you inform us if you wish/need us to send the invoice to another email address. Any order tracking information will also be sent to that email address.

Payment:

We will accept most major credit/debit cards (via our paypal account), cheques, postal orders and Bank Transfers. We do not currently charge a surcharge for credit/debit card payments but reserve the right to introduce one in the future.

If you have been provided with credit facilities it is very important that you make payments by the due date as otherwise your account is liable to be suspended and/or withdrawn. Predictable cash flow is very important to us as a business and by making use of any credit facilities you hereby agree to make payments as and when they are due *without us having to chase you for payment.*

Loop Scorpio Ltd reserves the right to change prices and our current prices are available on our website. All goods are subject to availability. If we do not supply the goods we will refund any money already paid. We will not be liable for compensation or damages if we do not supply the goods. Unless credit facilities are in force, we require cleared payment prior to dispatch of any goods.

The price for the goods will be stipulated at the time when you place your order. We are entitled to make adjustments to the price to take account of any increase in our supplier's price or if due to an error or omission the price published for the goods on our website is incorrect. We will inform you of the correct price and give you the option to cancel your order.

All goods supplied remain the property of Loop Scorpio Ltd until payment has been received as cleared funds in full.

Shipping:

Stock permitting we try to despatch your order by the end of the following working day (Monday - Friday), subject to receiving orders by 3:00pm.

No guarantees are given for next day delivery, following dispatch. However, our mission is to achieve this where practical.

Carrier service is generally arranged through Interparcel and also via Royal Mail Special Delivery for small light orders. Some items are sent using a 2-3 day service due to location i.e. Scottish Highlands & Islands, parts of Cornwall, Isle of Man, Isle of Wight & Northern Ireland. We select the most appropriate carrier depending on size, weight, destination and value. In general, all items will require a signature on delivery. The Interparcel website is www.interparcel.com - from there you will be able to track parcels, tracking numbers can be emailed to you.

Interparcel Deliveries - If the addressee is not available on the first day of attempted delivery then the courier will leave a card. They will then try again the next day. If there is not response on the second day they will hold the item at their depot for 7 days. If you get in touch with the courier they will do a third delivery. If no one gets in touch within the 7 day holding period the item will be returned to Loop Scorpio. Once returned to us we can resend the item to you at the standard delivery charge or credit back

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to your account less the original delivery charge. Note that for items specifically ordered for you then we are unable to credit your account for the goods and you will have to make alternative arrangements with us for delivery at your own expense.

Overseas orders – we can arrange a carrier for you, again via Interparcel. If you have preferences for the carrier to be used then we will use reasonable endeavours to comply with your wishes but cannot guarantee that we will be able to do so. If you have an account with a Carrier we are happy to get orders ready for your carrier, though you must instruct them to collect and in such cases responsibility for damage in transit transfers to you as soon as the goods are collected and signed for by your carrier.

Ideally we would like a telephone number for the delivery address in order that Interparcel can contact you directly if directions are required. If a telephone number is not provided we will provide your main landline number to our carrier. We require an email address for all orders to inform you that goods have been dispatched. This will enable you to notify us of any non-deliveries within our 3 working days, of the expected delivery date, deadline.

Any shortages or damage to your order must be reported to us within 7 days of despatch.

Warranty

All goods are covered by a 12 month return-to-base warranty unless otherwise stated. It is entirely up to you to determine if an item is fit for the purpose that you/your customer requires. Our liability under this warranty is limited to the value of the goods and does not extend to any consequential loss, however incurred.

Technical Support

Technical Support can be contacted on 01452 348 039. Technical support hours are 9.00am - 5pm Monday to Friday. In most cases it will be necessary for you to leave a message and an engineer will call you back.

Returns Policy

If you cancel an order and wish to return the goods you must confirm, in writing, to us within 7 working days from the day after that on which the goods are received. You must ensure that reasonable care is taken of the goods and their original packaging, manuals CDs, accessories etc and that they are returned to us by some form of insured, signed for carrier at your expense. On receipt of the returned items, they will be checked and tested to determine that reasonable care has been taken and then we shall credit your account with the total amount of the original order less any carriage and credit card surcharge. Your right to cancel is not extended to goods made to your specifications such as custom made cables or specifically sourced for you. If returning items please ensure that they are packed in a secure box or bag (ie do not just tape up the presentation box and put delivery labels on it!). We reserve the right to apply a restocking charge for items returned in an un-saleable condition. Note this applies to packaging, manuals, CDs and accessories etc as well as the listed product.

Applicable Law

These terms and conditions are subject to change from time to time are subject to English Law and may be applied in whole or Part.