

## ***Terms and Conditions of sale***

### **Quotations**

All quotations are issued in good faith, and will be honoured for a period of seven days, errors and omissions excepted.

### **Acceptance of orders**

We accept orders in written form by post, fax or email.

Official orders from statutory bodies are accepted with an official order number.

Orders from businesses and charities are accepted on the basis of their credit agreement with us.

Orders from individuals are accepted with the return of a VAT declaration form (if needed), along with payment in full by cheque if the order is valued at less than £1000. For larger orders, a deposit of £1000 is required with the order, the balance being payable before despatch. Individual purchasers have a legal right to return goods undamaged within seven days of delivery if they are unsuitable.

### **Title**

All goods remain the property of Smartbox Assistive Technology Ltd until paid for in full

### **Warranties**

Products from Smartbox Assistive Technology Ltd are guaranteed for two years from the date of despatch against any defective materials or workmanship.

Where such accessories are supplied as a part of a complete computer system, the warranty will be extended to the working life of the computer with no charge.

Products from other sources are supplied subject to the warranties provided by the manufacturer or supplier.

### **Returns**

All goods returned to Smartbox Assistive Technology Ltd must be pre-booked with an RMA number. We will send a form by email, fax or post for you to complete with the details of the equipment and the reason for return.

In the case of a warranty repair, we will cover the cost of the carriage both ways.

Reconfiguring your software is not covered by the warranty, and could be chargeable. However, we normally undertake to rescue or re-initialise the software setup on your machine without charge as long as you cover the cost of return, and the task does not involve an unreasonable amount of time.

Where possible, and when appropriate, we will supply a loan unit during repair. This unit may be kept by you to save the trouble of swapping back when the repair is completed.

### **Complaints**

In the first instance, you should contact Smartbox Assistive Technology Ltd if you have any cause for complaint about our products or services. We are proud of our reputation, and we undertake to solve any problem that is our fault. We are regulated by the British Health Trades Association code of practice, and you have a right to refer any unresolved complaint to them.