



## Terms & Conditions of Sales

### Hardware

All new hardware comes with a 12 month return-to-base warranty\* unless otherwise specified. If a fault occurs within 30 days of purchase, you may choose to have a refund or an exchange – the item must otherwise be in “as new” condition. Outside the 30 days period, we offer a repair service. We reserve the right to inspect and test the product to diagnose the fault. We cannot cover faults caused by accident, neglect, incorrect use, wear and tear or faults caused by forces outside our control such as extreme cold / heat, power surges, dust environment, water damage, etc.

Some faulty products have to be returned to the manufacturer under their warranty terms – such as laptops, monitors, tablet computers, etc. We are happy to facilitate this process, or you may undertake this yourself. We have no control or influence over the speed or quality of the manufacturer’s warranty service.

If no fault is found, an inspection fee may be payable.

*\*return-to-base warranty means that you return the product back to the place or purchase, i.e. our shop.*

### Software

We cannot be held responsible for any software issues that arise. This is because there are many varied packages of software, and many different configurations, not to mention viruses and malware.

If we supply you with software and you encounter difficulties pre or post installation then you should contact the software developers for support. We can provide chargeable support if required.

If we install software for you within a set-up service, repair, or included with a new PC, then we will test the software during installation. Any issues arising after this should be raised with the software developers.

### Returns Policy

When you buy goods from a business, in law you have a number of rights as a consumer. Under the Sale of Goods Act 1979 goods must be as described, of satisfactory quality and fit for purpose.

Your rights may (according to circumstances) include the right to claim a refund, replacement or repair where the goods are faulty or misdescribed. A full statement of your legal rights may be obtained in the UK from your local Citizen’s Advice Bureau or Trading Standards Office.

In addition to your legal rights, we also allow you to return unused goods if you simply change your mind (excluding special order items that we have obtained especially for you). Please return the unused goods to us with the original receipt within seven days and we will offer you an exchange or a credit note. All items must be complete and unopened in original packaging, with all seals and anti-tamper devices intact.

### Company Information

Speak IT Limited is a limited company incorporated in England, established in 1996

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Website: [www.thecomputerstudio.co.uk](http://www.thecomputerstudio.co.uk) Email: [info@thecomputerstudio.co.uk](mailto:info@thecomputerstudio.co.uk)

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Your statutory rights are not affected by these Terms and Conditions