

### **TR Computers -Delivery Policy.**

All orders received before 1pm are dispatched by Royal Mail the same weekday. Orders received after 1pm on Friday won't be collected from us until the following Monday evening. Royal Mail don't collect from us on Bank Holidays.

UK orders received by 1pm are normally dispatched the same working day using 1<sup>st</sup> class post. All packages are sent using 'Signed For' delivery and will require a signature. You are able to specify a different address for delivery in our shopping cart. Please note that we aren't guaranteeing next day delivery, just to post orders received by 1pm the same working day by 1<sup>st</sup> class post. Please make sure address and postcode information are correct if you have a Paypal account.

International orders are dispatched the same working day using Royal Mail's Airsure service, but will typically take between 5 and 10 days to reach you from the UK. Any non-European orders may require you to pay local import duties.

In the event that a package doesn't arrive we won't consider it lost for 28 days. At our own discretion, we would normally send a replacement after 14 days, and ask that you return the original packet if it subsequently arrives. If a package requiring a signature is returned to us by Royal Mail as 'not called for' we will either offer a free re-delivery or refund the cost of the item, minus postage charges. If your order has an incorrect address and is returned to us we will once again refund minus postage costs, or send again to the correct address. If an item has been lost by Royal Mail - after 28 days have elapsed and we haven't posted you a replacement - we will refund you in full.

### **Cancellation/Refund Policy.**

The kits we provide can be returned within 14 days of receipt for a refund, for any reason. After 14 days we'll assume that you have had chance to test the equipment with your system and are happy with it. If the hardware develops a fault after this time we will replace it free of charge during the first 12 months of ownership.

Return postage costs are the buyers responsibility. We reserve the right to charge a reasonable testing fee for goods that are returned as faulty, but that turn out to work correctly. Any goods that are returned for a refund should be in the same good condition as supplied (We appreciate that you'll need to remove plastic cable wrappings to test our products with your computer) We reserve the right to not accept goods that have been written on in pen or returned incomplete.

You should preferably return your original purchase receipt with any item, at an absolute minimum we'll need your name & postcode. All refunds are made by the same method you used to purchase the item. All this is in addition to your standard statutory rights.

### **Customer Service Contact Information / Return Address.**

TR Computers  
18 Queensway  
Knutsford  
Cheshire  
WA16 0NN  
(we are a mail order company and don't accept personal callers, sorry.)  
Tel - 01565 640739  
Email - tim@trcomputers.co.uk

### **Privacy Policy.**

Where you pay using our shopping cart we won't retain any of your card details, these are held by either Amazon, Google Checkout or Paypal.

If you pay by card over the telephone we'll process the transaction using Paypal's Virtual Terminal.

We won't pass on any of your details to 3rd parties. We won't contact you by email with special offers, unless you indicate we can, when using our shopping cart.