



Terms of Sale

- Dispatch of Goods:** Communication Systems are generally assembled to specific customer order and are usually dispatched within 14 – 30 days although may from time to time be subject to delay - we will notify the customer of such problems and advise delivery times. Items held in stock should be dispatched within 5 working days.
- Payment:** All payments are to be in UK £sterling. Payment accepted by BACS (please contact us for banking details or see invoice). Cheques to be made payable to Techcess Communications Ltd. Bankers drafts accepted. Overseas orders by direct transfer.
- Payment Terms:** Personal customers are required to pay a 25% deposit with order, with the balance being payable prior to dispatch of goods (unless by prior arrangement). Subject to status official organisations will be invoiced on dispatch of goods with payment due within 30 days of invoice. Please note that all goods remain the property of Techcess Communications Ltd until payment has been made in full.
- VAT Exemption:** A VAT Exemption Form is available for Individuals or Charities eligible to claim exemption from VAT. A completed form *must* be submitted with the order. The form is available to download from our website www.techcess.co.uk or a copy can be sent in the post or by email.
- Faulty Items:** If any item purchased from Techcess Communications Ltd proves faulty, please telephone the office for a valid returns number and procedure details.
- Return of Goods:** If for whatever reason you are not satisfied with your purchase please return the goods (at your own cost) in perfect condition and in their original packaging within 30 days from the date of receipt. Original purchase price of the items will be refunded, where applicable, less a handling charge of 10%. NB: this does NOT apply to accessories which are not standard supply items and are 'supplied to order' (eg printers) which we regret cannot be refunded unless faulty. Techcess Communications Ltd will not be liable for goods damaged in transit unless notification is received within 7 days of delivery.