

# Terms & Conditions

Please read these Terms and Conditions carefully as they will apply to your use of the Edson Electronics Ltd website. By using this website you are agreeing to these Terms and Conditions. From time to time we may change these terms and conditions and will post revisions on our website.

## GENERAL

### Introduction

These terms and conditions govern your use of our website.

By using our website, you accept these terms and conditions in full; accordingly, if you disagree with these terms and conditions or any part of these terms and conditions, you must not use our website.

These terms and conditions are applicable to the supply of all products by Edson Electronics Ltd. We have made every effort to display our products as accurately as possible however we cannot guarantee that the product will be exactly as seen on your monitor and browser.

### Copyright notice

Copyright (c) 2015 Edson Electronics Ltd.

Subject to the express provisions of these terms and conditions:

we, together with our licensors, own and control all the copyright and other intellectual property rights in our website and the material on our website; and all the copyright and other intellectual property rights in our website and the material on our website are reserved.

## PRICES

### **All prices are quoted in £ sterling and are quoted exclusive of VAT.**

All prices are exclusive of postage and packaging, unless otherwise stated. The total order value will be displayed before completion of a purchase. Shipping costs are priced according to size and weight.

In the rare event that an item is incorrectly priced on the web site, we reserve the right to not supply that item as said price. In the case of a change of price we will always contact you to ensure acceptance of the revised price. We reserve the right to revise any prices in the event of unforeseen circumstances or a change in the VAT rate.

## **PAYMENTS**

We accept payments made in £ Sterling and all payments by Credit and Debit Cards are processed through recognised Secure Payment Gateway Company RBS WorldPay.

Confirmation of an order placed will automatically be sent and this will indicate that we have received your order request. The processing of the order will follow once we have received confirmation from the payment provider that the payment transaction has been successful.

## **CANCELLATION**

If in the event that you wish to cancel your order, please contact us immediately and we will process a refund of your payment in full quickly and efficiently. This will not incur any charge and we will contact you by e-mail that a refund has taken place.

## **DELIVERY**

Normal despatch of UK orders will be 1 - 2 days.

We will endeavour to ship the total order but any item currently not in stock will automatically be put on a back order and you will be advised.

Any date or period for delivery shall be considered as indicative. We may use any method of delivery available to it and will use reasonable endeavour to meet a delivery or estimated delivery date but except in no circumstances shall it be liable to compensate the Customer for non-delivery, non-performance or late delivery or performance.

Shipping methods:

Royal Mail 1<sup>st</sup> Class

UK next day delivery courier service

We reserve the right to delay despatch for a number of reasons, including performing any necessary credit or anti-fraud checks or procedures or to ensure that payment has been received in cleared funds in full. Where despatch is delayed for such reasons, the Company will use reasonable endeavours to inform the Customer. Edson Electronics Ltd will not be responsible for delays in the delivery caused by any third party.

## **ACCEPTANCE**

The Customer shall inspect the goods on receipt and shall be deemed to have accepted the goods unless we are notified within 7 days after their receipt. If we are notified within that period we shall be given the opportunity to inspect the goods, and if reasonably satisfied that the goods are not in accordance with the contract for a reason for which we, the seller is responsible, shall at its

option to replace the goods. (This does not however affect the customer's statutory rights).

If you do not inform us within 7 days, then we will have no liability for items said to be damaged/faulty on delivery.

## **REFUNDS AND RETURNED GOODS**

In the event that you are not satisfied with the products purchased please notify us by email within 7 days of receipt. Return the item to us at your own expense, (unless the item is damaged or faulty) via Recorded Delivery. We will then offer a refund, provided the goods are unused and in merchantable condition. Please note that when issuing a refund, the postage costs on the original order are not refunded unless the goods are deemed damaged or faulty. When returning goods please provide the original order details and return to the registered address.

## **COMPLAINTS**

We want all our customers to be completely satisfied with our service. We will deal with complaints effectively. We will be fair and handle your complaint confidentially. You will receive an acknowledgment within 3 working days and we will provide a timescale for resolving the dispute and keep you notified of progress.

## **LAW**

Nothing in these terms and conditions will:

limit or exclude any liability for death or personal injury resulting from negligence;

limit or exclude any liability for fraud or fraudulent misrepresentation;

limit any liabilities in any way that is not permitted under applicable law; or

exclude any liabilities that may not be excluded under applicable law.

The limitations and exclusions of liability set out in this Section and elsewhere in these terms and conditions govern all liabilities arising under these terms and conditions or relating to the subject matter of these terms and conditions, including liabilities arising in contract, in tort (including negligence) and for breach of statutory duty.

We will not be liable to you in respect of any losses arising out of any event or events beyond our reasonable control.

We will not be liable to you in respect of any business losses, including (without limitation) loss of or damage to profits, income, revenue, use, production, anticipated savings, business, contracts, commercial opportunities or goodwill.

We will not be liable to you in respect of any loss or corruption of any data, database or software.

We will not be liable to you in respect of any special, indirect or consequential loss or damage.

These terms and conditions are governed and shall be interpreted in accordance with the laws of England and Wales.

**Edson Electronics Ltd is a limited company registered in England and Wales. Registered number: 2429552.**

**Registered office: Unit 2 Coquet Enterprise Park, Amble,  
Northumberland NE65 0PE**

**VAT no.: 621015500**