

Updated – 16 May 2018

Solwise Retail Terms & Conditions

Ordering:

We prefer orders to be placed via the website as telephone orders leave no trail. Web orders are stored electronically, so any specific instructions relating to your order can be mentioned in the comments section. Mistakes can happen if orders are made over the phone (we are only human!), and are much less likely on electronic orders.

Invoices:

Invoices are sent out to your specified email address along with your order tracking information; if you wish to change this please let us know. We can post if you prefer.

Payment :

Payment is required before goods are despatched unless otherwise agreed. We will accept most major credit/debit cards, cheques, postal orders and Bank Transfers.

Solwise Ltd reserves the right to change prices. All goods are subject to availability. If we do not supply the goods we will refund any money already paid. We will not be liable for compensation or damages if we do not supply the goods.

The price for the goods will be stipulated at the time when you place your order. We are entitled to make adjustments to the price to take account of any increase in our supplier's price or if due to an error or omission the price published for the goods on our website is incorrect. We will inform you of the correct price and give you the option to cancel your order.

International Payments - We are able to accept bank payments in Euros and Dollars as well as UK pounds. We have negotiated a special rate with our foreign exchange agents and expect that this will represent a much more cost effective route for our customers than using their own banks. Transfers are free, there is no commission charge and the transfer rate should be very competitive.

The way this works is that you place your order as normal and select International Payment as the payment method, choose Euros or Dollars and just follow the instructions!

All goods supplied remain the property of Solwise Ltd until payment has been received in full.

Shipping:

Stock permitting we try to despatch your order the same day (Monday - Friday), subject to receiving web orders by 3:00pm (telephone, email & fax orders by 2:30pm). Cable making orders are processed in our system as a two day service.

For orders £20 and above, including VAT, Supersaver delivery is included in the total cost of your order. This is for UK postcodes only. Super saver postage is the basic/cheapest method and as such can take up to 5 days for delivery. If you require a faster method you are able to upgrade to a faster service for an additional cost.

Next Working Day Carrier service is arranged through DPD Local (Interlink) and ParcelForce. Some items are sent Parcel Force, Royal Mail special delivery or DPD Local (Interlink) using a 2 day service due to location i.e. Scottish Highlands & Islands, parts of Cornwall, Isle of Man, Isle of Wight & Northern Ireland. We select the most appropriate carrier depending on size, weight, destination and value. Many small items will go by first class post. Most items require a signature on delivery. The DPD Local (Interlink) website is www.dpdlocal.co.uk - from there you will be able to find your local depot and track parcels, tracking numbers are detailed in the Solwise online trade area, and in your invoice email, with a link to the carriers tracking site.

DPD Local (Interlink) Deliveries - If the addressee is not available on the first day of attempted delivery then DPD Local will leave a card. They will then try again the next day. If there is no response on the second day they will hold the item at their depot for 7 days. If you get in touch with DPD Local they will do a third delivery. If no one gets in touch within the 7 day holding period the item will be returned to Solwise. Once returned to us we can resend the item to you at the standard delivery charge or credit back to your account less the original delivery charge and less any router configuration charge.

Royal Mail deliveries – if a non trackable service is required we cannot accept liability for delays. Claims for late delivery cannot be made until after 15 days from date of posting.

Transit Damage – If you specify a carriage type with insurance which varies from our usual choice then our liability will be limited to the carriers compensation policy, for example First Class post insurance value is approximately £41.00.

Overseas orders – Our standard carrier is DPD with Parcel Force and TNT as a back-up for countries not covered by DPD. If you have an account with a Carrier we are happy to get orders ready for your carrier, though you must instruct them to collect.

Ideally we would like a telephone number for the delivery address in order that carriers can contact direct if directions are required. If a telephone number is not provided we will provide your main landline number to our carrier.

We require an email address for all orders to inform you that goods have been dispatched. This will enable you to notify us of any non-deliveries within the expected delivery date, deadline.

Any shortages or damage to your order must be reported to us within 7 days of despatch.

Privacy Policy

All information provided on your order is handled in the strictest confidence. We do not sell any of your information, and the information provided (including ex-directory phone numbers) are only used in conjunction with your order. We do not make sales calls. See our GDPR Privacy Information on our website here: <https://www.solwise.co.uk/gdpr>

Suitability of Goods

Goods are not sold on a trial basis except by prior written contract.

As a result of continuing development the specification or design of goods may vary.

Warranty

All goods are covered by a 12 month return to base warranty unless otherwise stated. Our liability under this warranty is limited to the value of the goods and does not extend to any consequential loss, however incurred. The return to base warranty includes return shipping back to a UK address only. Warranty replacement items will have a 3 month warranty or the balance of the warranty on the original item, whichever is the longer. We reserve the right to substitute warranty items with a product of similar or better specification.

Technical Support

Technical Support can be called on 01482 644938.

Technical support opening hours are 9.15 am - 5pm Monday to Friday.

Returns Policy

Whether your order is made via the website or by telephone you are covered under the Consumer Contracts Regulations which implement the Consumer Rights Directive in UK law which came into effect 13th June 2014. This regulation replaces the Distance Selling Regulations. You are also covered by the Consumer Rights Act 2015 which replaces The Sale Of Goods Act, Unfair Terms in Consumer Contracts Regulations and the Supply of Goods and Services Act.

If you cancel an order and wish to return the goods you must confirm, in writing, to us within 14 days from receipt that the goods are received. If your order is split this notification must be made within 14 days from receipt of the last item in your order.

You must ensure that reasonable care is taken of the goods and that they are returned to us by some form of insured, signed for carrier **at your expense**.

On receipt of the returned items, they will be checked and tested to determine that reasonable care has been taken and then we shall credit you with the total amount paid for the order, including the standard shipping charge if one was paid at the time of order. If a priority shipping method was selected at the time of order you will only be refunded for the standard shipping charge that would have been made on the day of order.

Your right to cancel is not extended to goods made to your specifications such as custom made cables. **If returning items please ensure that they are packed in a secure box or bag (ie do not just tape up the presentation box and put delivery labels on it!).** We reserve the right to apply a restocking charge for items returned in an un-saleable condition. Note this applies to packaging, manuals, CDs and accessories etc as well as the listed product.

You will need to complete our RMA>Returns form for items coming back to us regardless of whether they are faulty or just not required.

<https://secure.solwise.co.uk/rmaform.php>

If you are a reseller that is not logged in - you agree that you are covered by the reseller T&Cs as laid out in our Reseller Agreement.

These terms and conditions are subject to change from time to time are subject to English Law and may be applied in whole or part.