



### **Delivery Policy.**

All goods are sent by Royal Mail. Goods ordered & paid for by 1pm are dispatched the same working day. Royal Mail collect from us Monday to Friday. For UK orders you should receive them the next working day. International orders can take 7-14 days to arrive. All items are sent either 1st Class UK 'Signed For' or Airsure Small Packet for International orders. All deliveries are trackable by us online and will require a signature.

If you buy using our shopping cart you can elect a different delivery address to the registered card address. If a package requiring a signature is returned by Royal Mail as 'carded & uncollected' we will refund the cost of the item minus postage charges. If your order has an incorrect address (sometimes customers have left a previous address against their Paypal account) and is returned to us we will once again refund minus postage costs. If an item has been lost by Royal Mail, and 28 days have elapsed we will refund you, and claim from them – this is very rare indeed.

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

The kits we provide can be returned within 14 days for a refund, for any reason (standard distance selling regulations offer only 7 days).

After 14 days we will 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.

Any goods that are returned should be in the same condition as supplied - this particularly applies to our 14 day money back offer, 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 - Google Checkout, Paypal etc.

All this is in addition to your standard statutory rights.

### **Customer Service Contact Information.**

TR Computers  
18 Queensway  
Knutsford  
Cheshire  
WA16 0NN  
(we are a mail order company and don't accept personal callers)

Tel - 01565 640739  
Email - [tim@trcomputers.co.uk](mailto:tim@trcomputers.co.uk)

### **Privacy Policy.**

Where you pay using our shopping cart we will not retain any of your card details, these are held by either Google Checkout or Paypal. If you pay by card over the telephone we will process your card using our own electronic card terminal and our copies of the paperwork will be shredded once your order has been dispatched, (so if you require a refund you'll need to post back your original receipt along with card details).

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. We won't call you trying to sell other items that you don't want, or need.