

TR Computers -Delivery Policy.

All orders received before 1pm are dispatched by Royal Mail 24 hour post, the same working day. Often you'll receive the item the next working day, although we don't guarantee that. Orders placed over the weekend get posted on Monday. Goods over £20 in value are always sent Signed For and will require a signature.

International orders are dispatched the same working day using Royal Mail's Airsure service, but will typically take between 10-15 days to reach you from the UK. Any non-European orders may require you to pay local import duties.

Cancellation/Refund Policy.

All items we sell can be returned within fourteen days of receipt for a refund, for any reason. After fourteen 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 twelve months of ownership.

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 bags & cable wrappings to test our products with your computer).

You should preferably return a copy of 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 Ltd (Returns Dept)
18 Queensway
Knutsford
Cheshire
WA16 0NN
(we're a mail order company and don't accept personal callers, sorry.)

Telephone 01565 640739
Email tim@trcomputers.co.uk
VAT number 135089903
Company number 08075746

Privacy Policy.

When you pay using Romancart (our shopping cart partner) we won't retain any of your credit/debit card details & the payment will be processed immediately using our Paypal merchant account. If you pay using your existing Paypal or Amazon account we don't see your card details, as all payments are taken securely at their respective sites. 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 third parties. We won't contact you by email or phone, other than in connection with the order you've placed.