

## **TR Computers - Delivery Policy.**

All orders received before 1pm are dispatched by Royal Mail the same weekday. Orders received after 1pm on Friday won't be collected from us until the following Monday evening. Royal Mail don't collect from us on Bank Holidays.

**UK orders** received by 1pm are normally dispatched the same working day using 1<sup>st</sup> class post. All packages have a tracking number on them – although this only shows information online once a delivery has been attempted. You are able to specify a different address for delivery in our shopping cart. Please note that we aren't guaranteeing next day delivery, just to post orders received by 1pm the same working day by 1<sup>st</sup> class post. Please make sure address and postcode information are correct if you have a Paypal account.

**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. If you're in the EU, and instead order via our eBay or Amazon shop you'll receive your item with the duty pre-paid via the IOSS scheme. (It's not currently cost effective for EU orders through our Romancart or Shopify stores to be sent with tax pre-paid, so although they initially appear cheaper, you'll still pay local VAT and a fee to import – same applies to other countries outside the EU)

In the event that a package doesn't arrive, we won't consider it lost for 28 days. At our own discretion, we would normally send a replacement item for UK orders after 7 days, and ask that you return the original packet if it subsequently arrives. If a package is returned to us by Royal Mail as 'unclaimed' we will either offer a free re-delivery or refund the cost of the item. If an item has been lost by Royal Mail - after 28 days have elapsed and we haven't posted you a replacement - we will refund you in full.

## **Cancellation/Refund Policy.**

The kits we provide can be returned within 30 days of receipt for a refund, for any reason. After 30 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 12 months of ownership.

Return postage costs are the buyers responsibility. 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 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.**

We don't issue returns numbers, but please do let us know you're returning an item, and whether you require a swap or refund.

TR Computers  
18 Queensway  
Knutsford  
Cheshire  
WA16 0NN  
(we're a mail order company and don't accept personal callers, sorry.)  
Tel - 01565 640739  
Email - [tim@trcomputers.co.uk](mailto:tim@trcomputers.co.uk)

## **Privacy Policy.**

When you pay us through 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, Google 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 & shred any paperwork immediately.

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, when using our shopping cart.