

# Standard Payment Terms and Conditions of Sale

## 1.0 General

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- 1.1 These Conditions of Sale are for business and domestic customers.
- 1.2 We do business only under these Conditions of Sale, except for Web Design contracts where separate conditions apply. Our terms can be found on our website at [www.soho-it-solutions.co.uk](http://www.soho-it-solutions.co.uk).
- 1.3 Goods are subject to availability and may vary from those advertised.
- 1.4 You must decide before ordering if the goods are suitable for your needs.
- 1.5 Please note that we are not obligated to accept your order or offer you credit terms. No contact is made with you until the goods are dispatched and/or services provided.

## 2.0 Prices and Payment

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- 2.1 Our advertised prices do not include VAT or delivery. The price of the goods and/or services may be changed from the one advertised. Please confirm the price before you order.
- 2.2 We accept payment by UK bank transfer, cheque, cash, and Royal Mail postal order. Credit card and debit card payments can be made via PayPal only.
- 2.3 Goods and/or services brought on credit must be paid for within 10 days from our invoice date. We may share customer credit history information with relevant credit agencies.
- 2.4 We remain owners of goods you purchase until you have paid for all of them in full. We can retrieve and resell them if they are not paid for. This applies to all goods we supply to you and to money owing in respect of any transaction with you.
- 2.5 Under the Late Payment of Commercial Debts Regulations 2002, we can exercise our statutory rights to charge interest and an administrative charge on all overdue invoices.

## 3.0 Delivery

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- 3.1 We charge for all deliveries. Please notify us in advance if you have any special delivery requirements, there may be an additional charge required.
- 3.2 If the goods do not arrive or are incomplete, or are the wrong goods or are damaged when you open them, you must contact our Customer Service Department within 3 days of receipt or expected delivery on 01325 352724.
- 3.3 After delivery you are responsible for protecting the goods against loss or damage.

## 4.0 Cancellation

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- 4.1 You cannot cancel an order once we have accepted it, unless this is agreed in writing by our authorised representative. A cancellation and restocking charge may be applied.

## 5.0 Returns

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- 5.1 It is your responsibility to check the goods on delivery. All goods are sold to you with the benefit of the manufacturer's warranty. We will accept returns of fault goods notified to us within ten days of delivery.
- 5.2 If faulty goods are to be returned to us you must obtain an RMA (Return Merchandise Authorisation) from our Customer Services Department. The RMA will be valid for 28 days. Returns must include all original packaging, manuals and associated items.
  - 5.3 Please note that we do not accept returns of special purchase items, software licences or opened software unless it is faulty.