

All equipment will remain the property of 999 Network Services until payment is received in full. 999 Network Services reserve the right to withdraw any services (including warranties) currently being supplied if there are any overdue invoices outstanding. Payment outstanding beyond stated payment period may be subject to interest of 10% per month and any discounts may be removed from the invoice.

All items purchased from 999 Network Services have a 12 month return to base (RTB) hardware warranty unless specified otherwise.

It is the responsibility of the customer to determine that the type of equipment purchased is fit for the intended use. Any advice given by 999 Network Services is given in good faith and may be inaccurate if insufficient or inaccurate information is supplied by the customer. No disputes will be accepted in respect of verbal communication.

Goods are not supplied on a trial basis.

999 Network Services shall not be liable for any indirect, special or consequential loss or damage (including without limitation or loss of profits) arising from the use of any product or any breach of warranty.

No equipment returns will be accepted without prior authorisation from 999 Network Services.

Refunds for any reason will only be given for goods returned with original packaging, documentation and software in original condition with original receipt / invoice.

Unsolicited return of equipment will be subject to a minimum handling charge of £15.00 plus cost of return shipping where appropriate.

999 Network Services does not accept responsibility of ANY equipment or components in circumstances where failure to function may endanger life, e.g. use in a life support system.

999 Network Services does not accept responsibility for the suitability, function or incorrect function of any software products.

The Warranty

- i) Any given warranty will commence from and include the invoice date or delivery date whichever is the earlier.
- ii) The warranty includes the free replacement or repair of any part of the hardware covered which has failed due to defects in materials or workmanship during normal working use, excluding batteries and consumables. This excludes failures due to damage which occurs in shipment or failures that result from accidents, misuse, abuse, neglect, mishandling, misapplication, alteration, faulty installation, modification or damage that are attributable to acts of God. It also excludes damage by viruses/spyware/malware or software problems for which an additional charge may be made.
- iii) 999 Network Services has full discretion on whether to repair and/or replace any defective product covered by warranty.
- iv) Replacement parts may be fitted to your equipment as part of a warranty repair. In this eventuality both 999 Network Services and you agree that legal title to the original parts shall pass from you to 999 Network Services, and at the same time legal title for the replacement parts shall pass from 999 Network Services to you.
- v) In certain circumstances the replacement or repair of a part may necessitate the use of an improved component. There will be no charge for this.
- vi) In the event that a repair cannot be effected to restore the equipment to working condition, we will offer to purchase it at the then current market value.
- vii) Any piece of equipment returned should be insured against loss & damage by the customer and ideally packaged in the original packaging. Otherwise, suitable packaging and internal packaging protection for the equipment should be used. If it is not, then it is possible your warranty will be void.
- viii) 999 Network Services will not be held liable for any loss of data from your PC either in transit or whilst on our premises. We highly recommend that you have a back-up of all your data before returning equipment.
- ix) Returned "Faulty" Equipment where No Fault is found will be subject to a minimum charge of 15% of the value of equipment or £25 admin fee whichever is the higher. Additional charges may apply if the returned equipment is incomplete in any way. In the case where the goods are returned to the customer as requested, the customer will be subject to a minimum charge to cover the cost of return shipping where appropriate.

The Customer agrees:

- i) Where the Warranty is RTB (Return to Base) to pay all costs of shipping to 999 Network Services. 999 Network Services will pay all costs relating to the return of goods to mainland UK only.
- ii) If the goods you purchased were collected in person or by a 3rd party (i.e. no shipping charges were invoiced) you may be charged for the goods to be returned to you in the event of a warranty return.
- iii) To pay any additional charges including parts and labour charges for repair resulting from damages due to abnormal use.
- iv) To carry out routine day to day preventative maintenance as recommended under any customer operating instructions supplied with the equipment.
- v) To ensure that all data is backed-up and protected as under item (warranty viii).
- vi) To ensure that packaging & insurance for return meets the conditions under item (warranty vii).

The statements in this document are in addition to your statutory rights and do not diminish those rights in any way.

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