



## Terms & Conditions

### 1. Definitions

- 1.1 'Supplier' means VoIP Gear Ltd, whose registered office is 97 Bowen Court, St Asaph Business Park, St Asaph, LL17 0JE. Registered in England & Wales No. 11927323. VAT No. 326 5269 93. Tel: 01745 703456.
- 1.2 'Goods' means the goods or services supplied by the supplier.
- 1.3 'Customer' means the person, company, or organisation who purchases or agrees to purchase goods.

### 2. Price of goods.

- 2.1 The supplier makes every effort to ensure pricing information is accurate. If the Goods are priced in error, the Supplier will inform the Customer by email. The Customer may reconfirm or cancel the order.
- 2.2 VAT @ 20% is included in prices quoted.

### 3. Orders.

- 3.1 Orders can be placed online or by email.
- 3.2 No contract exists between the Customer and the Supplier for the sale of any goods until the Supplier has accepted your order and received payment in full.
- 3.3 Goods are subject to availability. If the Goods are not in stock, the Supplier will inform the Customer as soon as possible.
- 3.4 The Supplier reserves the right to decline any order for any reason.

### 4. Payment

- 4.1 Payment for the Goods can be made by credit/debit card or bank transfer. Delivery of the Goods will not proceed until the Supplier receives payment in full.

### 5. Delivery

- 5.1 Delivery cost is shown at checkout, and includes VAT @ 20%.
- 5.2 Delivery timescales are given in good faith, and any reasonable delays are not considered grounds for order cancellation or compensation.
- 5.3 Any missing or damaged parcels should be noted at the time of signature.

### 6. Returns

- 6.1 All returns are covered by the Supplier's Returns Policy.

### 7. Warranty

- 7.1 The Supplier offers a 12 month 'return to base' warranty on all products. This warranty does not affect the Customer's statutory rights as a consumer.
- 7.2 Where a manufacturer offers a different warranty period, or different terms, the manufacturer's warranty will take precedence.
- 7.3 The warranty does not apply to any defects in the Goods arising from fair wear and tear, accident or negligence by the Customer or any third party.
- 7.4 If the Goods supplied to the Customer develop a defect while under warranty the Customer should notify the Supplier in writing via [returns@voipgear.co.uk](mailto:returns@voipgear.co.uk) as soon as possible.

### 8. Our right to cancel

- 8.1 If for whatever reason the Supplier is unable to supply the goods to the Customer, the Supplier may cancel the order before delivery. The Supplier shall not be held liable for loss or damage arising from such cancellation.

### 9. Product disclaimer

- 9.1 Every effort has been made to ensure information and specifications of each product is accurate.
- 9.2 Certain manufacturers reserve the right to alter specifications without notice, therefore the Company cannot be held responsible for any damages incurred as a result of inconsistencies in said specifications.

### 10. Applicable Law

- 10.1 These terms and conditions shall be governed and construed in accordance with English Law.