



We recommend that you print and keep a copy of these Terms and Conditions for future reference.

## **Terms and Conditions**

These Terms and Conditions apply to all transactions. Please read them carefully. They do not affect your statutory rights. We may change these terms and conditions at any time.

## **Our Contract**

After you submit an order we will give you an Order Reference Number and details of the products you have ordered. We will send the same details to you in an e-mail (our first e-mail). We will then send a second email when we start to process your order.

When deciding whether or not to accept your order we may use certain information about you, including any received from credit reference agency. This helps to protect you and us against fraudulent transactions. We will tell you if your payment details cannot be authorised for any reason and may invite you to pay by another method.

## **Prices and Payment**

All prices and charges are in UK pounds. They don't include any VAT payable or delivery charges (for details see 'Delivery' below) unless quoted.

The total cost of your order will be the price of the products you order, any additional services you choose (e.g. installation), plus the applicable delivery charge. All these will be set out clearly in a quote form before you submit your order.

Prices, offers and products are subject to availability and may change before (but not after) we accept your order. If something becomes unavailable we may offer you an alternative.

We try very hard to ensure that all information on our website is accurate. However, just occasionally, an error can occur. If we discover an error in the price or description of a product you have ordered, we will tell you and ask you whether you wish to continue with your order or cancel it.

For those ordering who have yet to set up an account with us, we accept payment by Mastercard, Visa, Delta, or Switch. Payment will then be deducted when we process your order.

## **Delivery**

### **Where we Deliver**

ImagingXtra will deliver to any address in the United Kingdom (excluding the Channel Islands). All deliveries must be signed for. Please make sure you keep the delivery note enclosed with your goods.

### **Delivery Charges**

We make every effort to keep our delivery charges as low as possible. Our charge depends on the value of your order. You only pay one delivery charge, irrespective of the number of products. For delivery prices please refer to our website or call 01782 822568.

### **How We Deliver**

All products are delivered either by courier or by post, depending on their size and value. We will notify you which delivery method we will use at the point of purchase. Very occasionally different products in the same order may be delivered separately.

### **Delivery Times**

Delivery times are calculated in working days - i.e. Monday to Friday inclusive. If you order after 3.00pm, please calculate your delivery time as if your order had been placed the following working day. In the case of bank holidays, please allow an extra two working days.

### **Postal and Courier Deliveries, normally 1-2 Working Days**

Postal and courier deliveries should arrive within 1-2 working days of placing your order, if we have the items in stock. ( Please allow up to double during Christmas).

ImagingXtra can send an e-mail to you which contains a link to the AMTRAK website, and a consignment note number, so that you can track your order right to your doorstep. AMTRAK deliveries are usually made between 9am and 5pm. All deliveries must be signed for. If you are out when the courier arrives, the courier will leave a card with a contact number for you to call.

**IMPORTANT: We do everything we can to meet the delivery times specified in this section. However, occasionally delivery times may be affected by factors beyond our control and therefore they cannot be guaranteed. We will inform you if we become aware of an unexpected delay.**

**Please allow extra time for deliveries to Scottish islands or if you apply for credit (we need to receive your signed application form back before we can process your order).**

### **Tracking Your Order**

You can track the progress of your order by clicking on the [www.amtrak.co.uk](http://www.amtrak.co.uk) link, on our website, and inserting the consignment note number provided.

### **Missing, Damaged or Incorrect Orders**

We try very hard to ensure that you receive your order in pristine condition. If you do not receive all your products, please check that they have been despatched by using our tracking facility or calling 01782 822568. If your order is not en route to you, please e-mail us at [sales@imagingextra.com](mailto:sales@imagingextra.com) or telephone 01782 822568. In the unlikely event that a product arrives damaged or faulty, please follow the instructions in the delivery documents.

### **Cancellations and Returns**

You can cancel your purchase at any time either before or up to 14 days after delivery by:

- Returning the product to the return address stated on the package.
- E-mailing us at [info@imagingextra.com](mailto:info@imagingextra.com) .
- Phoning us on 01782 822568 - please have your order number and delivery details to hand;

Your product must be complete, unused and in 'as new' condition (e.g. if you have opened the box to examine the product you must have done so without damaging or marking the product in any). It should be returned with the original box, packing and accessories.

You will receive a full refund, and the cancellation is free of charge provided you arrange for it to be collected from the delivery address. If you choose another method of return, you must bear the costs.

We cannot cancel your purchase when:

- If the scanner or consumables have been irresponsibly used.

- If the goods have been used in violation of the terms set out in the warranty.
- The goods were a special order to your specification.

### **Return of Faulty Goods**

The following are guidelines. Wherever possible we will respond to your individual circumstances.

If there is a fault with your product within 12 months of delivery (or other defect with your order), we will normally offer a prompt repair, exchange or refund. We will always offer you the choice of an exchange or refund if the fault occurs within 28 days of delivery.

To qualify for a refund or exchange the product must be:

- In otherwise in 'as-new' condition;
- Complete with any accessories and the original box and packaging.

Please return the product to us at ImagingXtra or phone us on 01782 822568 (9am to 5pm Monday to Friday).

This promise does not cover faults caused by accident, neglect, misuse or normal wear and tear. For consumable items the guarantee period is three months from delivery.

Any refund due to a fault or other defect will not include a refund of the applicable delivery charges.

### **THIS RETURNS POLICY DOES NOT AFFECT YOUR LEGAL RIGHTS**

#### **General**

These terms and conditions and all transactions made are governed by English law and are subject to the non-exclusive jurisdiction of the English courts. We do not accept amendments to these terms and conditions.

ImagingXtra is a trading name of HTC Solutions Ltd, Ravensdale, Tunstall, Stoke-on-Trent, ST6 4NU. registered in England No. 2850756, VAT No. 642954225.