

Terms & Conditions – Consumer Purchases

01/03/2020

These terms and conditions are for people buying as consumers, if you are buying for a business then these terms apply : <https://bit.ly/2Keij2c>

We've tried to keep our Terms and Conditions as clear as possible, and give you all the information we can (but not too much) about your online/telesales transactions so that you completely understand the whole process, from order to delivery and beyond. It's really important to us that your online/telesales shopping experience meets expectations, so please spend a few minutes and read on. You'll need to accept our T's & C's every time you make a purchase – they might change from time to time, so do check the date at the top of the page.

Our contract after you have ordered

Once you've submitted an order on our website you'll be given an Order Reference Number and details of the products (and/or services) you have ordered. You'll then receive an email headed 'Order Acknowledgement' recognising receipt of your order. We will then send a further email headed 'Order Confirmation'. This second email also lets you know how your products will be delivered to you. If we have to cancel all or part of your order for any reason, we will email you to let you know.

We take all reasonable steps to ensure all details, descriptions and prices of products and services are correct at the time the information was entered onto the system. If we have made a mistake by unintentionally publishing inaccurate information on the site (e.g. the price, description or availability of a product you have ordered) then we may have to cancel your order at any time, even if you have received your Order Confirmation email, and you will receive a full refund of any charges already paid.

If you choose place your order by esiging a quote you will be sent a copy of the signed quote as acknowledgment of your order.

Prices and payments

All our prices are in UK pounds. The total cost of your order will be the price of the products you order, the delivery charge (if any), plus any additional services you choose e.g. data SIMs or hardware installation. You'll see all these in your Shopping Basket if ordering on the website, or listed in the quote if you have been sent one, before you confirm an order.

When deciding whether to accept your order we may use certain information about you, including any received from Experian, our accredited identity verification partner. For example, we may pass on your details for them to check against certain public and private databases. This will help to protect you and us from fraudulent activities.

If we identify a transaction as being potentially fraudulent we may ask our courier to return the goods to our warehouse, we may cancel your order even though you will have received the Order Confirmation email.

Delivery

We deliver to most postcodes within the UK. delivery times may vary depending on your location. Subject to your location and what you're ordering, we can deliver **same day, next day**, on a **date you choose**, in your **preferred timeslot**, or **for free**. Your exact delivery options depend on which items you're ordering and your location. You can often check these options on the product page, or we'll show you them in checkout or on your quote.

Your chosen delivery option may not be available as we have to wait for stock to arrive from our suppliers to send to you. If we do not have your items in stock when you make your order we will write to you with an expected delivery date and give you the opportunity to cancel in full and receive a full refund.

- We do not deliver on Christmas Day or Easter Sunday. Selected delivery options are not available on bank holidays.
- You can only book next-day delivery and time-slot delivery for selected items, and subject to delivery address. Please check individual product pages for availability or call us to confirm which services are available

Damaged, missing or incorrect orders

We want you to be absolutely satisfied with your product and would recommend that, where practicable, you unpack and check it for damage as soon as it arrives. If you receive a damaged product please contact us as soon as the damage is discovered by email helpdesk@freeclix.com or call us on 01603 703340

We do everything we can to ensure your order arrives at your door complete and in pristine condition. If you don't receive all your products at once, you can contact us to check that they have been dispatched. In the unlikely event that the product is faulty, please follow the instructions in the delivery documents.

Returns/cancellations and after sales policy

If for whatever reason you change your mind and would like to return your order after delivery, we're happy to refund or exchange your purchase as long as it's unopened and in its original packaging. This option is available for 21 days after delivery.

Following The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations, we will accept items back even if you have opened the goods to inspect them. You are entitled to a refund as long as you inform us of your decision to cancel within 14 calendar days from the day after delivery of the goods. You can examine the goods as you would in a shop but to obtain a full refund you must not start using them, install them or input any

data/software. The goods must be in an 'as new' condition and returned in the original, undamaged packaging, along with any accessories and free gifts received with them. DVDs, CDs, memory cards and software packaging discs must still be sealed. If you want to return a Software Product Activation Key card which is not faulty, the silver strip on the back of the card must be fully intact as new.

In the case of a service contract or a contract for the supply of a digital download, the cancellation period will expire after 14 days from the day of the conclusion of the contract.

If you consent to a digital download starting within the 14 day cancellation period and acknowledge the right to cancel will be lost, you will not be able to request a refund.

If you wish to cancel a mobile phone or SIM only contract You can cancel the contract if you signed up less than 14 days ago over the phone or online. This is called a 'cooling-off' period. If you've already used the service (eg you made calls on a phone or consumed data), you will be charged for what you've used. The charge will be calculated as a pro rated value of the monthly fee, based on the number of days actually used.

How to refund/cancel your purchase:

- You can return the product to our business address with a copy of your receipt. When returning opened products to us, you should do so without undue delay and, in any event, not later than 14 days from the day on which you communicate to us your decision to cancel.
- You can cancel your order by emailing us: helpdesk@freeclix.com
- By phoning us on 01603 703340 with your order reference number and delivery details to hand

Once we have received the goods back from you, we will give you a refund for the cost of the product/ We may make a deduction from the refund for any loss in value of the goods if the loss is a result of any unnecessary handling by you.

If you have requested we begin the performance of any service, such as installation of a product, within the 14 day cancellation period we have the right to retain any charge paid for services which have already begun or been completed.

Refunds can take up to 10 days to be credited to your payment method once we've received your returned item.

We cannot refund/cancel your purchase:

- If you return your product to our business address without proof of purchase.
- There is a contract for services with the product and you have started using the services; this would include, for example, a data SIM subscription.
- The seal has been broken on any DVDs, CDs, memory cards or software.
- If the silver strip on the back of your Software Product Activation Key card has been partially or completely damaged or removed.

- The goods were a special order configured to your specification.

Faulty goods

We will not be happy if your product develops a fault, so we try to make our returns or repair service as painless as possible.

- Please notify us of any fault as soon as possible after it develops. you can do this by calling us on 01603 703340 or by emailing us: helpdesk@freeclix.com

We will offer either a repair, exchange or refund if the fault occurs within 30 days of purchase (or delivery or installation). If the fault with your product occurs within its guarantee period (normally 12 months from delivery) we will offer you a repair service. In all cases we reserve the right to inspect the product and verify the fault.

The nature of the products we sell means they may be affected by physical conditions at the location or environment. If the product is not performing as expected for those reasons we do not class this as a fault.

We do not class reasonable variations in broadband speeds over fixed line services, or those over the UK 4G networks using data SIMs as faults.

For a refund or exchange, the product must be in otherwise "as new" condition, complete with any accessories and free gifts offered and if possible, with the original box and packaging.

If a DVD, CD, or software item is faulty under guarantee we will happily exchange it for the same title or offer a refund.

Once you have contacted us we will authorise you to return the product to us. To return a product you can return the product to our business address with a copy of your receipt.

Replacement goods are sent by standard delivery.

We do not cover faults caused by accident, neglect, misuse or normal wear and tear.

THIS RETURNS POLICY DOES NOT AFFECT YOUR LEGAL RIGHTS. DETAILS OF YOUR LEGAL RIGHTS ARE AVAILABLE FROM TRADING STANDARDS OR CITIZENS ADVICE CONSUMER SERVICE.

General

These terms and conditions, and all transactions relating to this website and all non-contractual obligations arising from any transaction carried out on this website 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.

Your data protection rights are set out in our [Privacy Policy](#).

Additional terms and conditions may apply for specific products or services. If so, you will be alerted to them at the relevant juncture.

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