

JAMIES COMPUTERS EBAY TERMS AND CONDITIONS

Shipping

Jamies Computers will only accept orders with a UK Shipping Address.

For Channel Islands, Isle of Wight, Isle of Man, Scilly Isles, Scottish Highlands, Scottish Islands & Northern Ireland, please contact us for shipping prices as those will be higher than for mainland UK.

All items are shipped within 3 working days.

All items are shipped via Courier mail unless otherwise stated.

We will not be responsible for items damaged or lost in transit - however we will replace or refund once a claim is settled with the carrier

Payment

Jamies Computers will only accept payment via PayPal for all items requiring shipping.

However we accept cash or credit card payment for items collected from our warehouse

We are VAT registered, but as all items listed are donated they are classed as zero rated for VAT purposes.

We can provide a VAT receipt but it will show no VAT

Warranty

All of Jamie's Computer's warranty periods commence at the time of payment, with the duration dependent on the type of product, and is:-

Products sold as "New" – 12 months

Products sold as Grade A Refurbished – 6 months

Products sold as "used" – 3 months

Any components and/or spares sold as "Spares & Repairs" – No warranty - apart from matching the item description at the point of sale.

Returns, Cancellation and Faulty Goods Policy

We are committed to giving a satisfactory service to our customers.

In the unlikely event that there is a problem with your purchase, please contact us immediately -We are here to help! Contact us via the E-Bay Message Centre or refer to the "Contact Us" information section in our listings, or click "Send Us A Message" and we will reply next working day, at the latest.

Questions sent directly via e-mail will not receive a response.

All returns must be authorised before shipment to us. In all cases please contact us to obtain a RAN (return authorisation number), and instructions on how to return the item. Any returns not clearly identified with the correct RAN, on the outside of the package, will not be accepted as a return.

All returned items must be satisfactorily packed and protected against damage in transit. We will not accept liability for any transit damage to items returned to us, unless specifically agreeing that the damage was caused on the outward shipment at the time that the RAN was issued.

Cancellation. You have the right to cancel any purchase within 7 days of payment. However you must pay for the item to be returned to us, and the item will be checked and tested before a refund is issued.

Faulty products. Because we deal in used products our stock is constantly changing so it will not always be possible to replace a faulty item, so in these instances we reserve the right to issue a refund, as full and final settlement.