

Billy Vee Sound Systems Ltd. Terms & Conditions

Code of practice

- As a member of the British Audio Dealers Association, Billy Vee Sound Systems Ltd adhere to the code of practice incorporated in the BADA articles to help protect your investment. (visit: www.bada.co.uk for more information)
- The Ethos at Billy Vee is simple. We wish to treat people as we would be treated ourselves. If you feel you have any cause for complaint, please write to the 'Customer Services Manager' at the address overleaf.
- We are always attempting to improve our service to you and as an existing customer; we welcome any suggestions you may have for improving that experience even further for yourself and others.
- We take your privacy extremely seriously and undertake that we will not pass any information you advance to us to any third party (unless it is necessary to complete the transaction) without your consent. We may wish to contact you from time to time to inform you of information relating to your purchase or events that we conduct that we think may interest you. If however, you do not wish for us to contact you, please let us know and we will amend your details.
- As an existing customer you are entitled to Technical Support for as long as you own the product. This includes telephone support or if you should need a brief assessment of a problem at the shop. As a customer courtesy, this service is free.

Terms & Conditions.

- Goods remain the property of Billy Vee Sound Systems Ltd until full payment has been received.
- Safely keep your receipt of purchase to ensure continuity of service and as proof of purchase. If follows:
- Should you lose the receipt and we are unable to trace the transaction, we reserve the right to charge for any repair of goods if claimed to be under warranty.
- Exchange of any goods, if working correctly, is at the discretion of the Management and such goods including accessories; handbooks and packing must be of as new merchantable quality.
- A minimum handling charge of 15% will be made for goods that are returned for credit where the order has been executed correctly and the goods are in satisfactory working order. In addition please see below:
- Billy Vee Sound Systems Ltd is a Licensed Credit Broker and as such arranges loans on your behalf. Where a loan has been arranged and accepted: should you wish to return the goods for credit, any agreed refund shall have any credit charges subsidised by us on your behalf deducted from the refund.
- A non-refundable 20% Deposit is required for special orders, a handling and restocking charge of 20% will be applied to the credit of such goods where we have executed the order correctly.

Home delivery service

- **Home Delivery via our own vehicles.** Goods are not sold on a trial basis.
- We offer goods for sale by demonstration to ensure they are suitable for your needs. However, we do allow an exchange period of 14 days from the date of sale where:
- The goods that are returned or collected are in 'as new' merchantable condition. Should this not be so; we reserve the right to apply a minimum restocking/repacking charge of 15%.
- In the case of goods that have been ordered specifically and do not form part of our stock profile we reserve the right to refuse the return of such goods should they be working correctly.
- **Mail Order.** An order placed from our advertising or website will be accepted as an offer to purchase at the price stated
- Your order will only become a contract of sale when all monies are paid and the goods dispatched.
- To our mutual benefit we reserve the right to check, test and validate that a product is fault free prior to dispatch.
- If our carrier service is used to deliver goods to you Claims for damage, or miss shipping, must be made within 3 working days of the receipt of the goods.
- Goods that develop a fault within 28 days of receipt will be exchanged. After this time repair of goods not replacement will be offered unless: our suppliers agree an exchange or we agree a part refund.
- If our carrier service is used to deliver goods to you we strongly recommend that you keep all packing & packing instructions. A charge will be made to provide and deliver packing should you need to return goods and ask for packing.
- Your basic rights under the Distance Selling Act are not affected. Therefore:
- You have 7 days from the receipt of goods to assess that the goods meet your requirements. If you inform us within this time a full refund (excluding delivery charges) will be offered providing the goods are returned to us in merchantable condition with all packing and accessories intact.
- **Important.** If you return goods to us for repair or whatever reason, please do ensure: The goods are packed securely especially the corners of speakers and all transit bolts are in place. That you insure the article to its replacement value. We will inform you on receipt of the goods if any damage has occurred so that you may contact your carrier.

Liability

- We make every effort to be accurate, but if goods are listed incorrectly in our price lists, advertising or on our website due to typographical error or by omissions on our behalf with regard to description or price we shall have the right to cancel the order before dispatch, delivery, installation or by informing you prior to collection.
- Our liability to be bound by any price error will only be legally binding upon dispatch with regard to mail order.
- In any event:
- Our liability to you with regard to purchases shall not exceed the price you paid for the goods.
- We shall have no liability for any matters arising which are outside our control
- Nothing within these terms and conditions shall limit any of your legal rights.
- We reserve the right to change or amend these terms & conditions at any time when and where necessary.

Repair & Storage Service

- Goods are left in our charge for repair, assessment or storage at the customer's own risk.
- It is the customer's responsibility to ensure goods are safely packed for transport and where possible in the packing as provided by the manufacturer before being lodged with us for repair.
- We will endeavour to complete any repair undertaken within the estimated timescale offered. If there is a delay, (e.g. receiving parts from a supplier) we will inform you accordingly although we cannot be held responsible for third party statements or delivery failures. - (Force Majeure):-
- We will test to ensure repairs carried out by our suppliers or agents have been completed in accordance with your instructions but we will not be liable for an damage incurred or ineffective repairs carried by them
- Estimates of repair cost must be paid for in advance. If you do not wish to proceed, costs are not refundable.
- We will inform you upon completion of a repair either by telephone or letter. If repairs are not collected within three months of completion, we reserve the right to sell them to reclaim costs.
- Our storage of goods service is offered on a weekly basis and charges do not include the packing of those goods, collection or delivery.
- Goods for storage must be packaged in accordance with manufacturer guidelines and we will not accept items for storage unless packing of sufficient quality is used.
- We do, however, offer a packing service and where possible will use supplier packing. This is a chargeable service.
- Our own insurance will cover goods left on our premises but we will not be held responsible for any loss or damage to those products. Any compensation claims made will be passed to our insurers.
- If the goods lodged in our care are of sufficient quality to cumulatively exceed £5000 we suggest you take out independent insurance cover. We may offer such cover at extra cost.