

Headsets4Business

<https://www.headsets4business.co.uk>

Headsets4business Ltd (UK)

Terms & Conditions:

100% Satisfaction Guarantee

We are so confident you will love our headsets, we offer a no hassle returns policy. If you are not happy with your purchase in any way you can return it within 10 days of receiving the item(s) for a full refund or exchange.

All we ask is the item(s) are returned “complete” including all literature, spares and accessories and in the original packaging in a resalable condition.

Heads4business Ltd (defined as "we/our/us") sell products and provide related information through <http://www.headsets4business.co.uk> (defined as "the Site"). As a user of the Site (defined as "you/your") you acknowledge that your use of the Site and/or any transactions you make are subject to our terms and conditions below, which are also deemed to include the following hyperlinked information.

General

We reserve the right to change and amend these terms and conditions. Any changes we make will be deemed to have come into effect on the date that they have been posted on the Site. You are responsible for reading the terms and conditions. When you place an order with us you will be deemed to have read, understood and accepted these terms and conditions.

These terms and conditions and the use of our web site shall be governed by the laws and regulations of United Kingdom. If any part of these conditions is invalid, illegal or unenforceable (including any provision in which we exclude our liability to you) the validity, legality or enforceability of any other part of these conditions will not be affected.

Prices, Order and Payment

The price payable for the products you order is that set out on our web site at the time you place your order. The prices of the products that we display on our web site are subject to change without notice. All prices, where appropriate, are exclusive of any sales taxes, unless otherwise stated. The prices are in United Kingdom UK pounds.

When you make an order on the Site your order will be subject to acceptance in accordance with this terms and conditions. We will send you an automated email confirming receipt of your order, unless you have provided an invalid email address or there is error in our server. You may, for time to time, access to the Site to track your order. Please note that the confirmation email is not a contract confirmation or order acceptance from us. A contract between you and us for the sale of our products will only exist once your order has been processed and dispatched.

We take payment online in a secure environment by debit or credit card. We currently use third party payment service provider(s) to process all online transactions. For information about the measures that the service provider(s) have put in place to protect your security, please refer to their respective web site(s).

Delivery and Refunds

We will deliver products in accordance with your order. We make every effort to deliver the products within the expected timetable, however delays are sometimes inevitable due to unforeseen circumstances. We shall have no liability to you for any failure or delay in supply or delivery or for any damage or defect to products supplied or delivered hereunder that is caused by any event or circumstance beyond our reasonable control (including, without limitation, strikes, lockouts and other industrial disputes).

If you have notified us of a problem with the products, we will either replace or repair any products that are damaged or defective upon delivery under the respective warranty terms and conditions.

We will not be liable to you for any loss of profits, administrative inconvenience, disappointment, indirect or consequential loss or damage arising out of any problem in relation to the products.

In any cases, we shall have no liability to pay any money to you by way of compensation other than any refund we make under these conditions. This does not affect your statutory rights as a consumer, nor is it intended to exclude our liability to you for fraudulent misrepresentation or for death or personal injury resulting from our negligence.

Delivery outside the UK & EU

Due to legal restrictions on trade outside the UK & EU, Headsets4business Ltd cannot deliver goods outside of the UK & Europe.

For Businesses who have multi-national offices both inside and outside the UK & EU, any goods purchased can only be sent to the UK & EU states. It is the responsibility of the customer to distribute any goods to their respective offices in "other countries". If on the odd occasion a fault does appear on any of the headsets not in the UK or EU, the customer will need to return the headsets to us themselves as we cannot collect them. Any replacements or repairs of goods carried out can only be shipped back to the address(es) within the UK & EU.

Intellectual Property, Design and Reproduction

You acknowledge and agree that all copyright, trademarks and intellectual property rights in all materials (including pictures, designs, logos, photographs, text written and other materials) and the contents of these pages and in respect of any products that you purchase shall remain at all times in our ownership or in our licensors.

You acknowledge and agree that the material and content contained on the Site is available for your non-commercial use with the sole purpose of assisting you to gain information in order to place an order with us. You further agree that the modification, distribution reproduction or incorporation into any other work of part or all of the material available on the Site in any form is strictly prohibited.

Please telephone us on 0800 644 0424 if you have any further queries

Free impartial headset and phone advice

With years of experience in the headset and telephone field, you can be sure we will recommend the right type of headset for your make and model of telephone. Our job is to provide you with a completely impartial service, It is not about the brand, its about ensuring your new headset will work seamlessly with your telephone.

Free trials available on selected best-selling headsets

Why not “try before you buy”, Businesses who are considering purchasing several headsets should take advantage of our free headset trial. It’s a great way to ensure you have the right product for your staff. Call us now to arrange your free trial on 0161 830 6818

Return of trial headset units – your responsibility

As Headsets4business Ltd have sent your trial headsets via a secure courier. We ask that in the event of a none purchase that all items are to be sent back at your cost via a secure courier or registered “signed for” mail service in a suitable strong box which has been properly sealed.

Please do not send back in a jiffy bag, envelope etc or other

Please note any headset that is returned damaged, missing parts or has been mis-used or is not fit to be sent out as a trial unit will be subject to a fee to cover the cost of a replacement. You accept this responsibility on agreement to take a trial.

Please note for more information on free trials, visit our FAQ page

Next day delivery

All our headsets and phones are sent by courier on a fast “Next working day delivery” service (This is ONLY for orders received before 2.30pm Monday to Friday) Orders taken after that time will be processed the following working day.

Please note any order taken on a Friday before 2.30pm would be delivered by courier on the following Monday as we do not have the ability to process orders over a weekend. Orders taken after 2.30pm will be processed on the following Monday for delivery on Tuesday.

Orders where you have chosen a 3-5 day service are based on working days only e.g. Monday to Friday

Need a headset before 10am? We can arrange it (cost incurred)

European destination delivery takes, on average 3-7 working days depending on the courier used.

Hassle free returns policy

If you are not entirely satisfied with any H4B product, you can return the item(s) within 10 days from day of receipt. Please ensure goods are in the original packaging and in a re-saleable condition.

Free deliveries on selected headsets

We are so confident of our specially selected headsets, we are happy to pay full courier costs to your door saving you up to £10.00 on a standard delivery where you spend £60 or more.

If you have any questions on the above services or any other query regarding our products, please feel free to contact us on 0161 830 6818

Online Security

Your security is important to us. To ensure your shopping experience at Headsets4business is safe and secure, we use Sage Pay (formerly Protix) the world-leading Internet Payment Merchant, on their secure servers.

Key security features:

No card details are ever stored.

For your added security and protection, all credit card details are processed by Sage Pay not by us!

We don't see your card details - the transaction is made on a secure connection between you and your bank - only your bank will be able to see your details when you shop with us.

You will need to enter payment card details each time you order and choose to pay by debit or credit card.

Your Account Details are now encrypted with a 128-bit SSL certificate – look for the padlock in the corner of your browser when you are logged in to the payment system to know you are safe.

If you have a question relating to our online security, please feel free to contact us on 0844 7362 or by email

Thank you for shopping with Headsets4business

Delivery

Please note, orders taken after 2.30pm will not be couriered until the next day
Free delivery (where applicable) is based on 3-5 working days, Saturday and Sunday, Bank Holidays are not working days

Courier Delivery is wherever possible, on a "next day" basis. This is for orders received and processed before 2.30pm from Monday to Friday. Weekend orders for headsets and phones will be processed Monday morning for dispatch and delivery on the Tuesday.

Please note, due to the nature of our business, we sometimes require a longer lead time if the goods are not currently in stock. The client will be advised of current stock levels and availability.

For more information please ring 0844 7362 409