

# soundservices.co.uk

Sound Services, 43 Albany Road, Fleet, Hants, GU51 3PU, UK  
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fax: 01252 627505  
email: sales@soundservices.co.uk  
www.soundservices.co.uk  
www.soundservices.org.uk  
VAT: 479 7742 77

Terms of Trading 15/06/2009 **Distance Selling Regulations** especially for mail order and website customers

## **Privacy**

We are committed to safeguarding the privacy of our customers - we will only use information that we have collected about you lawfully in accordance with the Data Protection Act 1998.

The only information that we collect is necessary for the processing/verifying of your order and delivery of your goods - this includes name, address, phone and fax numbers, e-mail address and credit card details. We may have to collect certain other details as necessary for any security checks made by the credit card companies.

We keep this information as up to date as possible - if you want to check any information that we hold, please contact us. If there are any errors, we will correct them as necessary.

We will not send you any unsolicited e-mails.

We will not give, sell or swap your details with any third party companies.

If you have any questions about this privacy statement please do not hesitate to contact us.

## **Security**

We take matters of web security very seriously - when you go to our on-line ordering system, you are transferred to a secure area of our third party server using secure server software (SSL). This means that the information that you send is coded so that only we can de-code the information to obtain your personal details.

You will notice that the address will change from http:// to https:// indicating a secure server and that a padlock will appear at the bottom of the page.

If you have any questions about this security statement please do not hesitate to contact us.

The Office of Fair Trading has a comprehensive information section regarding buying on-line - to view it visit [www.of.gov.uk/html/shopping/index2.html](http://www.of.gov.uk/html/shopping/index2.html)

## **Your Right To Cancel - Distance Selling Regulations**

Under The Consumer Protection (Distance Selling) Regulations 2000, you have the right to cancel a contract within seven days - starting from the day after you take delivery of the goods (a "cooling off" period). You have the right to cancel for any reason without penalty.

If you wish to cancel a contract, please write to us, fax us or e-mail clearly stating your full details, invoice number and cancellation instructions. To cancel the contract, you must give us notice within seven working days starting from the day after you take delivery of the order.

Once you have cancelled the contract, you have a legal "duty of care" to take good care of the goods. You must return the goods to us at your expense to the address below - we would advise that you use a recorded-delivery service for small items and an insured courier service for larger items. Please mark all parcels clearly with your returns number.

If it is more convenient, we can arrange collection by our couriers; any costs incurred will be deducted from your final refund in accordance with the Distance Selling Regulations.

We will refund you the full amount paid for the goods, less any costs to collect the goods, within 30 days of receipt of the notice of cancellation.

The full regulations can be viewed at <http://www.hmso.gov.uk/si/2000/20002334.htm>

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## **Warranties**

All brand new goods are covered by a one year warranty, covering parts and labour. Headworn microphones (headmics) are covered by a limited 90 day warranty. You can download our warranty from [www.soundservices.co.uk](http://www.soundservices.co.uk)

In the case of second-hand & ex-demonstration equipment our warranty periods may vary but in all cases these will be clearly stated.

We are not responsible for any consequential loss or expenses, however caused, including incidental returns costs.

A copy of our terms and conditions is printed on the reverse of our invoice and is available upon request or can be downloaded from [www.soundservices.co.uk](http://www.soundservices.co.uk)

All goods remain the sole property of T & C Freeman t/a Sound Services until they are paid for in full. This retention of title shall allow Sound Services and/or its agents to recover any equipment supplied by them if payment in full is not forthcoming from the customer and/or the purchaser and/or the keeper of the equipment in question.

## **Fraud**

Unfortunately levels of fraudulent orders, particularly via the Internet, are on the increase.

We make every effort to check all orders as thoroughly as possible given the information available so please do not be offended if we have to contact you to make additional security checks after you have placed your order.

For reasons of security, we will only deliver goods to the registered billing address for your credit card.



please take a moment to visit the **sound services** website - [www.soundservices.co.uk](http://www.soundservices.co.uk)