



Contract is between Green IT Exchange Ltd and the Customer at point of despatch. Our products are recycled/reused data wiped equipment.

We also supply A-B grade products which support warranty.

## Delivery

Once your order has been despatched you will receive an e-mail from us with confirming despatch. If you do not receive this e-mail 5 working days of us receiving your cleared funds, please send an e-mail to [cs@greenitexchange.com](mailto:cs@greenitexchange.com)

We will only deliver to addresses with a UK Postcode which included the Isle of Man.

Your order will normally be despatched within 5 working days (Monday to Friday) of receipt of cleared funds. We do not accept cheques.

Payment by credit card we will only delivered to the registered cardholders address, or an agreed location between the University, school or college and Green IT Exchange Ltd.

Delivery charges are subject to VAT and prices are indicated inc VAT

You cannot collect your order for reasons of security and efficiency.

If you suspect that your package has been damaged in transit you should reject the goods or sign for the goods as damaged. This will help us considerably in raising the matter with our appointed courier. Once the damaged goods have been received by us, then we will replace them. In most cases, where goods are being returned to us due to damage on arrival, then a repair is simply not practicable.

We cannot be held responsible for failed deliveries where

- you are not available to receive the delivery
- Courier companies cannot find your address
- adverse weather/traffic conditions prevent delivery

Claims of goods damaged in transit must be noted at the time of the delivery to the delivery person/signing sheet, and notified Green It Exchange Ltd as soon as possible after delivery by sending an e-mail to [cs@greenitexchange.com](mailto:cs@greenitexchange.com)

### **Packaging Goods for return**

In all cases where goods are to be returned to us, please ensure that you package the goods in a secure and safe manner and will not be damaged in transit.

### **Goods Become Faulty During Use**

Our **reuse/recycle** products are fully wiped to Blanco v.10 and are covered to a min of 30 days return policy if your goods become faulty after delivery, we strongly recommend that you contact us directly, our reuse/recycle product will be out of warranty and we advise a (break fix Package available on our site) for a warranty repair or replacement. Alternatively contact us directly if you have any question to [info@greenitexchange.com](mailto:info@greenitexchange.com)

A and B grade products are covered by full warranty we strongly recommend you contact the manufacturer directly. This is often the quickest way to have a fault resolved. For example in some cases, manufacturers provide a special full on-site service and/or telephone help facilities for your convenience. Alternatively you can contact us directly if the goods do not conform to the contract made between us.

Please note that in some cases it may be disproportionately costly to repair the goods, and so where this is the case, then you will receive replacement goods. Where any faulty goods are to be returned to us, then please ensure you meet our packaging returns policy

### **Goods Not as Ordered / or Duplicated**

If you receive goods from us that differ from what you have ordered, we strongly recommend that you notify us as soon as possible. In the event your goods have been duplicated contact us by email direct to [cs@greenitexchange.com](mailto:cs@greenitexchange.com)

### **If You Have Simply Changed Your Mind**

If you have ordered goods but then simply decided that you wish to cancel your order, you are entitled to do so and have any money that you have paid to us refunded, provided that (a) the goods have not been in your possession for more than 7 Working Days after the day on which you received the goods ('Working Day' means all days other than Saturdays, Sundays and public holidays); and (b) you tell us in writing (preferably using our e mail address [cs@greenitexchange.com](mailto:cs@greenitexchange.com)) that you wish to cancel your order. Please note that you may not cancel any goods ordered from us where any audio or video recordings or computer software has been unsealed by you.

You will receive a refund via your original payment method no later than 30 days after the cancellation of your order has been received by us in writing.

If we collect the goods from you, we charge you for the cost of collection (and we will deduct this from your refund).

