

We recommend that you print and keep a copy of these Terms and Conditions for future reference.

Computech IT Services Terms & Conditions

THESE TERMS AND CONDITIONS

These Terms and Conditions apply to all transactions on this site. Please read them carefully. They do not affect your statutory rights.

Prices and Payment

All prices and charges on this site are subject to any local taxes that may be applicable (unless otherwise stated) and exclude delivery charges (for details see 'Delivery' below).

Prices, offers and products are subject to availability and may change before (but not after) we accept your order. If something becomes unavailable we may offer you an alternative.

We try very hard to ensure that all information on this site is accurate. However, just occasionally, an error can occur. If we discover an error in the price or description of a product you have ordered, we will tell you and ask you whether you wish to continue with your order or cancel it.

All transactions, on our website, are processed in UK Pounds Sterling or US Dollar and are inclusive of VAT or local taxes.

On certain software products, following a successful payment, the serial number will be emailed to the purchaser as well as being available online in "My account". Once this software has been activated, it may take up to 24 hours to validate, however, this is usually instant.

For delivery items we accept payment by Mastercard, Visa & Maestro. Payment is deducted when we process your order.

Payments may also be accepted by telephone or bank transfer. Details available on request.

3D Secure/Verified by Visa and MasterCard SecureCode : Verified by Visa and MasterCard SecureCode are a new form of internet shopping security where the cardholder has to enter a special password in order to proceed with their payment.

Purchases

In order to purchase products and services from Computech IT Services online, a registered account is required. When a product is purchased and registered, each activation is recorded and can be viewed in the “My account” area.

If using a discount or reseller code when making a purchase, the code must be authorised by Computech IT Services Ltd for you to use it. When you make a purchase using an unauthorised code if a discount has been applied and/or incorrect product key supplied you may be required to make an additional payment.

Delivery

All software will be delivered electronically where possible.

Physical Delivery

Where we Deliver

Delivery must be to an address in the United Kingdom (but Excluding The Channel Islands and, for some larger items, the Isle of Man and the Scottish islands) unless agreed upon prior arrangement. All deliveries must be signed for (except items sent by post and which are small enough to be put through your letterbox). Please make sure you keep the receipt enclosed with your goods.

Delivery Charges

We make every effort to keep our delivery charges as low as possible. Our charge depends on the type of products you select and on whether you choose standard delivery (5-7 working days) or a premium service (e.g. our special delivery service). You only pay one delivery charge, irrespective of the number of products ordered.

Delivery Times

Delivery times are calculated in working days – i.e. Monday to Friday inclusive (but excluding bank holidays). If you order after 3.00pm, please calculate your delivery time as if your order had been placed the following working day (including if you are offered our “next working day” premium service).

Premium Delivery Services

If you choose to pay a small extra charge for a premium delivery service, your product will be delivered on the date and during the time slot specified. All deliveries must be signed for.

Standard Postal and Courier Deliveries, normally 5 – 7 Working Days

Standard postal and courier deliveries should arrive within 5 – 7 working days of placing your order (to be safe, please allow a little extra during busy sale periods). Standard courier deliveries are usually made between 9 am and 5 pm. All deliveries must be signed for. If you are out when the courier arrives, the courier will leave a card with a contact number for you to call.

IMPORTANT: We do everything we can to meet the delivery times specified in this section. However, occasionally delivery times may be affected by factors beyond our control and therefore they cannot be guaranteed. We will inform you if we become aware of an unexpected delay.

Please allow extra time for deliveries to Scottish islands.

Return Policy

If you are not entirely satisfied with your purchase from Computech IT Services, you can return it for a credit on your account provided that:

- An evaluation/trial copy of the product was not available (where a trial download had been stated) from the Computech IT Services or website (or one of its subsidiaries) at the time of purchase and you have received a reply from us confirming this.
- A correctly completed returns form has been received, within 30 days of the order date, confirming that the product has been removed from all systems and any backup copies have been destroyed.
- All items physically shipped to you are, within 45 days of the order date, returned back to Computech IT Services (at your own expense) in good condition with the manufacturer's box or disk seals intact.

Please note that Computech IT Services are unable to refund any shipping charges or accept returns for:

- Products containing source code/designs or open database schema
- Unlocked products
- Unlock key has been issued.
- Special orders for one-off products
- Backup CDs

Cancellation Policy

You may cancel your order up to fourteen (14) days after delivery of the order to you. Except that, orders for digital downloads cannot be cancelled once the download has started.

You may cancel your order by contacting Us by email or post, you may only cancel your order if in the case of new software the items are as new, in a saleable condition, unused, undamaged and still in the original sealed packaging with the seal still intact.

All products must be returned with the original packaging. Products should be posted in appropriate protective packaging. We advise that on any return you obtain a certificate of posting and retain this for your records and that you take out sufficient postal insurance to cover the value of the returned products.

If you cancel your order, any sum debited by Us from your debit/credit card will be refunded in full to the same card (less any permitted deductions for diminished value). Please note that only the cost of standard outbound delivery will be refunded to you.

Details on how to cancel future pay payments, frequency and length of time will be agreed upon setup of the contract.

General

These terms and conditions and all transactions relating to this website are governed by English law and are subject to the non-exclusive jurisdiction of the English courts. We do not accept amendments to these terms and conditions.

Your data protection rights are set out in our Privacy Policy.

Additional terms and conditions may apply for prize competitions, pre-release orders and our beta test products and offers. If so, you will be alerted to them at the relevant juncture.

These terms and conditions only cover the Computech IT Services website.

Any other websites to which you link from this site are governed by their own terms and conditions. We accept no responsibility or liability for the content or operation of websites which are not under our control. We are required by law to tell you that sales can be concluded in English only and that no public filing requirements apply.

Please contact us for full legal documentation regarding the copyright and trademark of images, logo's, titles and product names.

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