

## Terms & Conditions

1. Any variation in these conditions in a document of the customer is inapplicable unless accepted in writing by the Company.
2. A customer who makes an order, whether verbal or written, with Gr8 Computer Services, hereafter referred to as the Company, shall enter into a binding contract with the Company and shall be deemed to have accepted these conditions of sale.  
An order can be cancelled by the customer who made it only with the agreement of the Company, and the Company reserves the right to charge a cancellation fee.
3. The prices quoted by the Company for goods ordered refer only to that particular order and do not apply if part of the order is taken, except with the agreement of the Company.
4. An order in writing must be received from a customer who does not have a trading account with the Company before work can be started or materials ordered.
5. Once goods have been despatched to a customer's order, the Company will not be obliged to take them back.
6. The Company may take a deposit of the contract price from any customer before starting work.
7. Materials and labour as supplied in accordance with the specification submitted to the customer and any additions and alternations shall be subject to be charged additionally on a time and material basis.
8. The Company limits its liability in relation to materials supplied to that implied by law.
9. The customer shall be deemed to have knowledge of the terms of the manufacturers' guarantees and limitations upon liability contained therein. Details of which will be supplied by the Company upon request.
10. The Company accepts no liability for loss or damage caused to Data on any system.
11. A customer shall not be entitled to withhold the whole or part of payment due in consequence of any alleged defect or other claim unless notice of the alleged defect or other claim is given to the Company and the Company agrees to the retention.
12. Where a customer hasn't a running account in respect of a contract or contracts with the Company, invoices shall be rendered as and when the goods are allocated and work done to the order of the customer and payment shall be due on the rendering of an invoice.
13. Invoices (unless stated otherwise) shall be paid within 30 days of the date the invoice was rendered to the customer and thereafter the Company shall be entitled to charge interest of the amount of the invoice at the rate of 8% over the base rate of the Bank of England. \*
14. The Company accepts no liability for loss to the customer arising from delay in performance or non-performance of the contract to the extent that the delay or non-performance results from any cause beyond the reasonable control of the Company.
15. Any disputes should be notified to the Company within 15 days of completed works.
16. Tampering with any repaired/new item will void any warranties/guarantees in force.
17. Any software supplied is non refundable in any circumstances, unless in an unopened state, and at the discretion of the Company.
18. All goods supplied remain the property of the Company until they have been paid for in full.
19. These terms and conditions may be changed from time to time, to cover any changes in law.
20. If we give you a quote for a repair, and you decide against having the repair done; we may charge a fee of £20, to cover our expenses involved in inspection and searching for the correct parts, and any pickup and drop off.

\*This relates to statutory late payment legislation, in addition to interest, this allows for reasonable compensation to be claimed.