

1. Applicable Conditions

1.1 These terms apply to all contracts between Computers Direct and the Customer, overriding any other terms, including those the Customer might try to impose. All orders are considered an offer by the Customer to purchase based on these Conditions.

1.2 Accepting delivery of the goods means the Customer accepts these Conditions.

2. Price and Payment

2.1 The Price is the one quoted by Computers Direct and includes VAT. Prices may change without notice, except for errors.

2.2 We accept Visa, MasterCard, and AMEX credit/debit cards without any surcharge via PayPal. PayPal Credit (Pay in 3) is also available.

2.3 The Price must be paid in full, without any deductions or claims against it.

3. The Goods

3.1 The Goods will match the quantity and description in Computers Direct's quotation, with possible minor errors.

3.2 The Customer must ensure the Goods are suitable and compatible with their needs. Customising goods (like building a custom PC) may void warranties and return rights.

3.3 Computers Direct guarantees ownership of the Goods but makes no other promises about their quality or suitability for any purpose.

4. Warranties and Liabilities

4.1 The standard warranty is 12 months unless otherwise stated. This warranty cannot be extended, and no other warranties apply.

4.2 Replacement components may be of equal or greater capacity but might differ in specification or brand. They could be new or refurbished.

4.3 Repairs may take some time, and Computers Direct is not responsible for any losses while the Goods are being repaired.

4.4 If Computers Direct cannot repair or replace an item, a credit will be issued for the lesser of the invoice amount or current market value.

4.5 The Customer should back up data as Computers Direct is not responsible for any data loss due to equipment failure.

4.6 The Customer must handle electronic components with anti-static precautions; otherwise, warranties may be voided.

5. Returns Policy

5.1 Computers Direct may accept returns for unused products in original, unopened packaging within 30 days of purchase, with proof of purchase.

5.2 Before returning any goods, the Customer must obtain a Returns Material Authorization (RMA) number by emailing sales@computers-direct.net. Goods returned without an RMA number will not be processed.

5.3 The Customer must quote the original sales invoice number to get an RMA number, which is valid for 30 days.

5.4 Returns are at the Customer's expense and must be properly packaged. Computers Direct is not responsible for damage or loss during transit.

5.5 Refer to the product listing for returns on items with manufacturer warranties.

5.6 Goods returned in person must be left for testing. No goods will be left without proof of purchase. If goods are found faulty, they will be repaired or replaced.

5.7 If no faults are found, the Customer may be charged £20 plus VAT for testing, and the return carriage cost must be paid. Unclaimed goods after 21 days may be disposed of.

5.8 Computers Direct may refuse to restock goods that are incomplete, not in original packaging, or in non-resaleable condition.

5.9 Restocked goods may incur a 10% restocking fee (minimum £5 plus VAT) and a £20 plus VAT testing charge.

6. Acceptance of Goods

6.1 The Customer is considered to have accepted the Goods 12 hours after delivery.

6.2 Any discrepancies must be reported within 24 hours of receipt; otherwise, the Customer accepts the Goods as delivered.

6.3 Claims for delivery shortages or damage must be made in writing to the carrier and Computers Direct within 14 days of receipt.

7. Title and Risk

7.1 Risk passes to the Customer upon delivery.

7.2 Ownership of the Goods remains with Computers Direct until full payment is received.

7.3 Until ownership passes, the Customer must store the Goods separately and mark them as Computers Direct's property.

7.4 If the Customer fails to pay, Computers Direct can reclaim the Goods.

7.5 The Customer cannot use the Goods as security or pledge them until ownership passes.

7.6 The Customer must insure the Goods against all risks until ownership passes.

8. Force Majeure

Computers Direct is not liable for delays or failures due to circumstances beyond their control. If these issues last 30 days or more, Computers Direct can cancel the contract.

9. Customer's Remedies

9.1 If the Customer rejects the Goods, they have no further rights regarding that supply.

9.2 If the Customer accepts the Goods, Computers Direct has no further liability.

9.3 Computers Direct is not responsible for late or short deliveries by the courier.

10. Accessing Our Site and Services

10.1 By using our site, you agree to these terms. We may change or withdraw services without notice and are not liable if the site or services are unavailable.

10.2 We are not responsible for the content of external links or any loss or damage from their use.

11. Custom PCs

11.1 The Customer is responsible for ensuring custom PCs are suitable and compatible with their needs.

11.2 Custom PC orders cannot be cancelled or changed once the build has started.

11.3 Custom PCs come with a hardware warranty only; no additional support for software or technical issues is provided.

11.4 Computers Direct may replace any component in a build with an equivalent part without notice.

11.5 Data provided for custom builds is stored according to GDPR and used for recalling quotes and builds.

11.6 Computers Direct reserves the right to withdraw any services without notice.

12. Governing Law

This contract is governed by the laws of England and Wales.