

Eurotop Communication Terms of Use

Introduction/Agreement

This website (“our Site”) promotes the business referred to on it. We reserve the right to amend, update or change the offers or information on this website at anytime without prior notice.

Pricing

Prices are displayed in British Pound Sterling (GBP) VAT is included. The prices shown are subject to adjustments at any time as our prices constantly change. Our online prices do not reflect our store prices. Therefore, prices seen on our website apply solely to the website - with the same principle applying to the store.

Buying products

Any order placed online will be considered as a binding contract, when, the order will be dispatched by us unless it has been cancelled by us or the Customer. We may cancel the order in case the Product is unavailable from stock, or proper payment has not been made by the Customer.

Placing an order through our website requires you to complete all information correctly. You must thoroughly read the information entered before validating your order. We are neither responsible for sending e-mails to the wrong e-mail address nor for sending parcels to the wrong delivery address, should the form have been incorrectly filled-out. If an order has been placed by mistake and you would like to cancel the order please contact us immediately either by phone or email, providing the order has not been dispatched this can then be cancelled.

Delivery

Your goods will be delivered usually within 3-5 working days unless next day delivery has been requested and paid for. Next day delivery will be available for orders placed before 3pm on a working day (Monday to Thursday). Your goods will be sent to the UK billing address registered to your bank/credit card account. You must check the parcel upon its arrival. If a parcel arrives damaged, your concerns must be written on the delivery note in the presence of the carrier. We only delivery to UK mainland. We are based in Walsall City Centre so the option to collect is available.

Warranty

All our mobile phones come with a minimum three-month warranty. Warranties will vary from three months to twelve months and will be stated in the product description. (Please note Batteries will be covered for 30 days only)

This warranty does not cover physical damage, liquid damage, or any damage caused by rooting/ jailbreaking a device, and only covers software faults arising in the course of normal

use. All warranties are void if the returned goods are found to be damaged, scratched, modified or altered in any way.

Eurotop Communication will not take responsibility for your loss of data, please ensure that all data is removed from the device before booking in for warranty or returning the device.

Warranty repair

If you require a warranty repair then we recommend you use a 'Special Delivery' as this will enable you to track your parcel and insure its safe delivery. Please make sure the goods are packed sufficiently

If a fault is found, we may choose to either replace or repair the device. This can take up to 14 working days. Any device received that is found to have no fault will be subject to a charge for return delivery.

Returns

The customer has 14 days to return unwanted goods in the same condition as sold and are accompanied by proof of postage. A refund will be subject to testing and if the item is returned in the same condition as sold. All warranties are void if the returned goods are found to be damaged, scratched, modified or altered in any way.

Product description

All Products are second hand unless specifically stated and product descriptions and images are for display purposes only and do not represent the finished Product. Our phones are graded in the following categories:

New

The product is new, unused and undamaged and will be in the original packaging. New devices will have a 12- or 24-month warranty dependant on manufacturer.

Grade A

This means the product is used but in very good condition. Packaging may not be the original from manufacturer. The device may have some signs of day to day use. Mobile phones will be sold as factory re-set.

Grade B

This means the product is used and in average condition. Packaging may not be the original from manufacturer. The product may have minor scratches or scuffs. Mobile phones will be sold as factory re-set.