

Terms and Conditions Of Trading

C & R Technologies Limited

2-3 BASSETT COURT, BROAD STREET
NEWPORT PAGNELL
BUCKINGHAMSHIRE
MK16 0JN

Company Reg Number: 6446603

Tel 0800 298 9368
Fax 0845 055 9703

This agreement supersedes and cancels any previous agreement between the two parties in respect of the TV or satellite broadband system.

INSTALLATION

1. Installation will be carried out in accordance with the specification agreed.
2. We recommend that if the system is being installed to satisfy insurance requirements that you pass this specification on to them for approval.
3. The installation shall be deemed to be complete on the date at which the system is handed over to the client whether or not other third party suppliers have completed all necessary connections.
4. The client when requested in the system specification shall supply at his own cost a supply of electricity suitably fused at all locations specified.
5. The Company shall install the system at the clients premises and make all necessary connections. While every effort will be made to leave the premises in a clean and tidy manor, the relaying of carpets remain the responsibility of the clients in the event of the engineer being unable to relay the above to your satisfaction.
6. All equipment is under a 14-day test period to establish the environment is suitable. The Company reserves the right in the event of the test proving unsatisfactory to remove such equipment and provide an alternative. If equipment is found to be unsuitable due to incorrectly supplied information from the customer, the company will not be liable for any additional costs.
7. Our Our normal installation time period from a confirmed order and payment is 5 – 7 working days.

THE COMPANY'S OBLIGATIONS

The company shall during the warranty period only,

1. Replace or repair any faulty equipment, remedy any defect in workmanship, without charge for 12 months from the date of completion, provided that all materials and labour have been supplied by the Company, are undamaged and are covered by an existing fully paid service contract with ourselves. After 12 months has expired your normal statutory rights apply.
2. Any electronic equipment changed during the service period will be replaced on a like for like basis. If the environment changes due to alterations carried out by the client or his agents the company reserves the right to upgrade the specification of equipment and charge accordingly.
3. Warranty period is:

12 months from system completion

CLIENTS OBLIGATIONS

The client shall,

1. Not tamper with, alter, interfere or permit any interference with the installation in its entirety without prior written permission from the Company.
2. Permit the Company's engineer access to the premises for the inspection, servicing and repair of the system.
3. Inform the Company of any alterations to the premises, which may affect the performance of the system.

PAYMENT

The client shall pay.

1. The full balance of the installation charge on placing a order or a 50% deposit or on completion of the system until which time the equipment and installation remains the property of the company.
2. The monthly service charge, which is reviewed annually. if applicable
3. The cost of any repairs and replacements outside the guarantee period which are necessary due to wear and tear, unless under a fully paid service contract.
4. Any service charges for repairs carried out due to negligence, damage, fire, flood, or storm whether or not the system is under a service contract.
5. For all charges made by British Telecom or other third party telecommunication company's for installation of a telephone connection to the system.
6. Any statutory payments due to changes within local or national legislation.
7. The company shall not be held liable for any negligence on the part of the client, his servants or agents howsoever caused.
8. Whilst the company will use its best endeavours to design and install equipment appropriate to the needs of the client, the Company does not warrant that the system installed will be adequate to detect the presence of each additional piece of technology that the client or third party may "plug" in to the installed system..
9. The Company will not be liable for any loss or damage in any circumstances where the client shall have failed or refused to permit the Company the right to inspect and test the installation at the intervals outlined above in section 9. It is the responsibility of the client to notify the Company of any defects between service visits.
10. Financial Card Details

We do not store any financial information such as debit or credit card details.

CONSUMER PROTECTION

As the contract for our services may have been made other than in person (for example, by telephone, website, fax or e-mail) the Consumer Protection (Distance Selling) Regulations 2000 (as amended) may apply ("the Regulations").

The Regulations oblige us to give you certain information, much of which is contained above. Additionally, please note the following:-

The period of time for concluding our services may exceed thirty days;

You have the right to cancel this contract for our services. To do so you must give us written notice within seven (7) working days ("the Cancellation Period") starting from the day after you receive these Terms & Conditions of Business.

If you wish us to commence work before the expiry of the Cancellation Period you must let us know, by for example asking us to attend your premises and carry out an installation or assessment. You will then lose the right to cancellation.

VARIATIONS AND TERMINATIONS

1. The service charge is based upon existing labour rates, material costs and other expenses. If such costs vary, the company reserves the right to adjust the service charge by giving one calendar months notice in writing to the client.
2. The Company or the client may terminate this agreement by giving one calendar months notice in writing to either party.
3. The minimum contract period is 12 months from the date of completion, and thereafter run from year to year until terminated by either party.
4. The Company advises all clients that it is in their own interests to ensure that the installation is adequately insured.

END OF TERMS & CONDITIONS