

## General terms and conditions

These terms apply to all users of the domain digitechstore.co.uk and their sub-domain (digitcomputers.co.uk). The terms and conditions will be valid for all your future transactions with Digit Computers Ltd (henceforth: DIGITECHSTORE; may be referred to as 'us') and visits to the site. Digit Computer Ltd reserves the right to revise these terms and conditions. The date of the latest update is found in the final section of the terms and conditions. Users are responsible for keeping themselves updated with such changes. DIGITECHSTORE is a trading name for Digit Computers Ltd.

## Disclaimer

DIGITECHSTORE does not guarantee that all items included in the DIGITECHSTORE web shop are in stock at the time of your order. If an item is unavailable, DIGITECHSTORE will contact you shortly by phone or by e-mail. DIGITECHSTORE cannot promise that the content of the site is always free of inaccuracies or typographical errors. Neither can we guarantee that all information is up to date. DIGITECHSTORE may, at any time, amend the content of the site. Although DIGITECHSTORE strives to display the correct texts, images and pricing on the site and web shop, errors may occur. If you have been charged the wrong amount in the web shop, DIGITECHSTORE will give you the option of placing a new order with the correct price or cancelling your order. DIGITECHSTORE, however, reserves the right to cancel any order prior to dispatch should we find that the price is incorrect. In such case we will notify you by email. If we are unable to contact you, your order will be automatically cancelled. Part of the services mediated through the site are maintained by outside organisations. In situations where DIGITECHSTORE acts as agent for such services, we cannot be held responsible for any errors resulting from their activities. DIGITECHSTORE cannot be held responsible for any damaged caused from using the site or, for that matter, not being able to use the site. DIGITECHSTORE cannot guarantee problem-free, uninterrupted, and secure access to the site.

## Security

DIGITECHSTORE use Secure Socket Layers (SSL), the industry standard in transferring information to process your orders. DIGITECHSTORE web shop uses the Thawte (SSL) Certificates, which secures communications by encrypting all data to and from the site. When placing an order, you can immediately check the security validity by clicking the Thawte icon at checkout. For security reasons, we do not store any payment information in our database.

## Privacy policy

All personal information saved at the site will be handled with the most utmost care. The information that we store will not be sold or used for any purposes other than ensuring the best service possible. It will solely be used for informing you about special offers and other marketing opportunities related to the different divisions of DIGITECHSTORE. Your personal data may be disclosed to third parties only when it is necessary to fulfil the purposes described above. You have the right to review your information on file at any time. This can be accessed by emailing [sales@digitechstore.co.uk](mailto:sales@digitechstore.co.uk). If the data is incomplete or incorrect, you have the right to have the information corrected. For security reasons, we do not store any payment information in our database.

## Cookies

Cookies are used on the site to improve your browsing experience. In addition to use for statistical purposes, cookies identify your computer and allows the site to recall your personal settings. Your browser can be set to send a notification when a cookie is activated. This allows you to deny use of this cookie or to delete the cookie at the end of your visit. The web shop cannot be accessed if cookies are disabled.

## Links

The site may contain links to other websites beyond our reach. We cannot be held liable for content or privacy policies of such sites.

## Violation of rules

DIGITECHSTORE reserves the right to seek all solutions available at law and in equity for violations of these Terms and Conditions, including the right to block access to the site. Individuals violating the restriction of password-protected areas of the site may be subject to prosecution.

## Force majeure

In case of Force Majeure, DIGITECHSTORE's obligations will be suspended. The contract between you and DIGITECHSTORE can, in such cases, be partially or fully terminated by yourself or by DIGITECHSTORE. A Force Majeure is in the event of war, civil war, revolution, riot, governmental measures, strike, lockout, blockage, failure of electricity, telephone or internet service, natural disasters or similar events. Under such circumstances, DIGITECHSTORE will attempt to resolve all issues in a timely manner.

## Governing law

These terms of use are compiled in accordance with UK law and the UK courts will have exclusive jurisdiction for any dispute under this agreement. The laws of your country may differ from the UK and there may be additional legal requirements to use this website. You must comply with all applicable local and international laws and regulations regarding your use of our website.

## Order Policy

We reserve the right to refuse any order that is unusual or placed in bad faith. In addition, we reserve the right to refuse any order from a client with whom there is a dispute concerning the payment of a previous order.

## Fraud Policy

If you attempt to commit any type of fraud, we will report this to the relevant federal authority for investigation and prosecution.

All customers paying by card are subject to validation checks. DIGITECHSTORE reserves the right to delay or cancel any order if fraud is suspected.

## UK Returns Policy

1. All returns of Products can only be made, and will only be accepted by Tech Store if they comply with the following:
  - a. prior authorisation must be obtained from Tech Store (Digit Computers Ltd) via Tech Store's after-sales management tool or such other method as Tech Store may advise. Such prior authorisation shall be given at Tech Store's sole discretion;
  - b. the request for the return must comply with the rules specified in Tech Store's after-sales management tool;
  - c. the Products in issue must be returned within 14 days of the authorisation to return under Clause 1(a);
  - d. the Products must be properly and securely packed with the relevant returns reference and document attached and either be delivered to the address on the authorisation under Clause 1(a) on DDP Incoterms 2010 or be made available for collection by Tech Store's carrier, as determined by Tech Store (Digit Computers Ltd);
  - e. for non-faulty Products, the Products must be in their original condition, unopened and with original seals intact.
  - f. for faulty Products, the Products must breach the warranty in Clause 11.2 of the Tech Store (Digit Computers Ltd) Terms and Conditions.
2. Tech Store (Digit Computers Ltd) reserves the right to reject any Products that do not comply with the conditions set out in Clause 1. If Tech Store (Digit Computers Ltd) agrees to accept any non-faulty Products returned that are not in their original condition, Tech Store (Digit Computers Ltd) reserves the right to charge the cost to the Buyer of bringing the non-faulty Products into a saleable condition.
3. Tech Store (Digit Computers Ltd) reserves the right to test all Products returned as faulty and to return to the Buyer (at the Buyer's expense) any Products found not to be faulty. Tech Store (Digit Computers Ltd) also reserves the right to levy an additional reasonable charge to cover the cost of such testing.
4. Tech Store (Digit Computers Ltd) reserves the right to levy an administration charge in respect of the rotation of Products and returns.

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