

# Adaptavate Limited

## Terms and Conditions of Supply

### Consumer Supplement

The terms of this Supplement are applicable only where you buy our products over the telephone or online, as a consumer.

**No express limitation of liability.** We do not limit our liability to you as a consumer in any way which is contrary to law. In particular, the express limitations of our liability in clause 8 of our terms and conditions do not form part of our contracts with our consumer customers.

**Your legal right to change your mind.** For most of our products bought online or over the telephone, you have a legal right to change your mind about your purchase and receive a refund of what you paid for it, including the delivery costs. This is subject to some conditions, as set out below.

**When you can't change your mind.** You can't change your mind about an order for:

- goods that are made to your specifications; or
- goods which become mixed inseparably with other items after their delivery.

**The deadline for changing your mind.** If you change your mind about a product you must let us know no later than 14 days after the day we deliver your product. If the goods are split into several deliveries over different days, the period runs from the day after the last delivery.

**How to let us know.** To let us know you want to change your mind, contact our Customer Service Team at [info@adaptavate.com](mailto:info@adaptavate.com) quoting your order reference.

**You have to return the product at your own cost.** You have to return the goods to us (or arrange for us to collect them from you) within 14 days of your telling us you have changed your mind. Returns are at your own cost. You can:

- bring the product to our depot at Adaptavate Ltd., Unit 7, Vertex Park North, Oakwood Drive, Emersons Green, Bristol, BS16 7LB, UK. You will need your email receipt and the card you paid with.
- send the product back to us, using an established delivery service. If you do this, you should keep a receipt or other evidence from the delivery service that proves you have sent it and when you sent it. If you don't do this and we don't receive the goods at all or within a reasonable time we won't refund you the price.

**We only refund standard delivery costs.** We don't refund any extra you have paid for express delivery or delivery at a particular time.

**We reduce your refund if you have used or damaged a product.** If you handle the product in a way which would not be acceptable in-store, we reduce your refund, to compensate us for its reduced value. For example, we reduce your refund if the product's condition is not "as new" or the packaging is damaged. In some cases, because of the way you (or the carrier used by you) have treated the product, no refund may be due. Our Customer Service Team at [info@adaptavate.com](mailto:info@adaptavate.com) or on +44 (0)1453 827800 can advise you on whether we're likely to reduce your refund.

**When and how we refund you.** We refund you within 14 days of receiving the goods back from you (or receiving evidence you've sent them to us). We refund you by the method you used for payment. We don't charge a fee for the refund.

**You have rights if there is something wrong with your product**

If you think there is something wrong with your product, you must contact our Customer Service Team at [info@adaptavate.com](mailto:info@adaptavate.com) or on +44 (0)1453 827800. We honour our legal duty to provide you with products that are as described to you on our website and that meet all the requirements imposed by law.