

## Ordering & Payment

Payment to be made by internet shopping cart, or alternatively we accept official purchase orders which can be sent by e-mail to [sales@bwe-epos.co.uk](mailto:sales@bwe-epos.co.uk) or post your order direct. Enclose details of all data required and quantities. Please be sure to inform us of your Trading Name, Address and Contact Numbers and Return Fax number, plus your address for invoicing. Please state delivery address if different. You will receive a PRO-FORMA invoice for the goods ordered. Please return a cheque for the balance of the invoice, on receipt and clearance of the cheque your goods will be sent to you. All sales are for mainland U.K. only.

## Delivery Terms

Orders for items not requiring programming would normally be despatched to you within 5 working days, items which require programming would depend on the amount of data. All goods will be sent by Courier. Any damage, incomplete or missing parts must be reported within 24 hours of delivery, we accept no liability after this period. If goods are missing or broken please call 01279 725765. Deliveries are to UK Mainland only.

## Back Orders

If your item is not in stock, we will place it on back order. In this case you will be emailed with the option to cancel your order.

## Returns/ Refunds

Please be 100% sure to order the correct item as we do not give refunds. All goods sold are commercial equipment items and all transactions are classed as a business to business transactions and are not covered under normal public consumer law. Do not purchase any items unless you are completely sure it is the correct item for your business. No refunds will be made for incorrect purchases. Any damaged, incomplete or missing parts must be reported within 24 hours of delivery, B.W.E. accepts no liability after this period. Should you have a problem, B.W.E. must be contacted immediately. Please keep the original packaging in case the product needs to be returned if faulty. A returns number must be obtained from B.W.E. prior to goods being returned. Faulty goods returned will only be accepted with prior agreement. For your own protection we recommend you return the goods using a service that insures the value of the goods. Should goods not be accepted on delivery, a minimum charge of £30.00 plus a restocking fee of 30% of the total sales value of the product will be made. No carriage charges can be refunded. No consumables such as labels, paper rolls, ribbon cassettes etc will be accepted under any circumstances. All items of equipment are sold with approximate sizes as per information leaflets accessible on the website, please note manufacturers may change sizes without notification. If size is critical, please telephone us to take an up to date measurement of the machine prior to sale.

Please note any orders cancelled before payment will be liable for any time taken to program @ £40.00 + VAT per hour programming.

## Faulty Goods

Should an item be received which is faulty, B.W.E. must be contacted immediately. A returns number must be obtained from B.W.E., then the item must be returned to B.W.E. for repair.

## Guarantee

All new equipment carries a 12 month manufacturers warranty. Any used equipment carries the specified warranty. Software is non returnable. We are not responsible for loss of data or corrupt data. The buyer is responsible for software compatibility, It is the responsibility of the purchaser for managing software and devices. The purchaser is expected to check the software works with their operating system. There is no guarantee of compatibility with your computer and our software.

## Contact Us

Should you wish to contact us please phone B.W.E. on 01279 725765, or email [sales@bwe-epos.co.uk](mailto:sales@bwe-epos.co.uk)

## Privacy

B.W.E. does not disclose buyers' information to third parties, but we do keep a database of all customer details and purchases.