



**telecomservices**  
business communication specialists

## Terms and Conditions

Please read through the following conditions before ordering from Telecom Services. We have kept our Terms and Conditions clear, simple and easy to understand. If you have any queries or require further information, please contact us at [info@telecomservices-ire.com](mailto:info@telecomservices-ire.com).

### GENERAL INFORMATION

The website [www.telecomservices-ire.com](http://www.telecomservices-ire.com) is operated by Telecom Services

### OUR ADDRESS AND CONTACT INFORMATION:

118 Newcastle Road  
Castlewellan  
Co Down  
BT31 9HF

T: 028 4377 8880

F: 028 4377 8889

E: [info@telecomservices-ire.com](mailto:info@telecomservices-ire.com)

### PRICES AND VAT

Telecom Services are a VAT registered company and VAT will be charged at the prevailing rate. This will be made clear in any communication from us, but if in any doubt please ask.

### PRIVACY

We hate spam as much as you do. So we will not share, rent or sell your personal information including e-mail address to anyone without your permission. Information collected will be used only by Telecom Services.

We may contact you to provide information about Telecom Services special offers that may interest you. If you do not wish to receive such e-mails, please let us know by using the Unsubscribe facility. The personal information you share can be updated, changed or removed at any time.

### JURISDICTION

This agreement is governed by the laws of Northern Ireland and by using Telecom Services, you agree to submit to the exclusive jurisdiction of the courts of Northern Ireland.

#### SELLING RESTRICTION

If a product or service is unavailable for whatever reason, Telecom Services contact you and will aim to offer a suitable replacement.

#### RETURNS, EXCHANGES AND REFUNDS

We make every effort to ensure that your goods order arrives in mint condition. We are confident that you will be happy with your purchase from Telecom Services. Should you be dissatisfied with your purchase in any way, it can be returned or exchanged provided that it is in saleable condition with original packaging, instruction manuals, discs etc and a proof of purchase. Please check items thoroughly upon delivery.

Refund requests will be fulfilled with a credit note and refund. In the case that the product is faulty, we will offer you a full refund or replacement. Please return products to us using a recorded delivery service. We cannot accept responsibility for loss or damage during transit. Telecom Services will accept returns within 7 days of delivery for UK and Irish customers. Any order to Telecom Services will signify your consent to our Terms and Conditions. We reserve the right to update this section at any time without notice. Please check back regularly to ensure that you are aware of any changes in our practices.

Were your order relates to a service, or installation requests you must inform us immediately of any problem arising. In general we will repair, at our expense, any fault or deficiency caused by our own workmanship or with materials used. This does not include alterations required by the customer as a result of any change in their own needs, or failure to clarify their initial requirements. Nor does it include changes to the planned work schedule brought about by others including, service providers, the customer or the customers contractors, or any other parties outside the control of Telecom Services. Such changes are chargeable at the discretion of Telecom Services. Cancellation of a service request must be made by telephone or email giving 24 hours notice; otherwise we reserve the right to charge our normal fee.