



Complete Products
& Services Solutions



Parts, Repairs
& Maintenance
Specialists

Tel: 0203 209 6002
Fax: 0208 907 2734

Email: accounts@euroland-computers.co.uk
Web: www.euroland-computers.co.uk

CREDIT APPLICATION FORM

Your Company Information

Full Company Name	
Trading Name	
Address	
Post Code	
Telephone Number	
Fax Number	
E-mail address	
Contact Name for Payment	
Firm/Partnership/Individual/Ltd/Plc	
Company website address	
Company Registration Number	
V.A.T. Number	
Name of Holding Company	
Name of Directors/Partners	
Credit Limit Required in GBP (or average monthly spend)	

Your Bank Details

Bank	
Bank Address	
Account Number	
Bank Sort Code Number	
Bank Swift Code Number	

To verify the application by the underwriters required the following:

(1) Copy of Council Tax Bill registered to the company address (2) Copy of Utility Bill registered to the company address (3) Copy of Certificate of VAT number issued by Company House (4) Copy of Certificate of incorporation of Private Limited Company by Company House

Name of two significant Trade References

Reference 1:	Reference 2:
Contact :	Contact
Address :	Address :
Telephone :	Telephone :

Terms: 30 days net from date of invoice.

By signing this form I accept all terms and conditions enclosed.

Authorised Signature: _____

Position: _____

Date: _____

EUROLAND COMPUTERS LIMITED
TERMS AND CONDITIONS FOR SALE OF GOODS AND SERVICES

1. DEFINITIONS

'Business Customer' means a legal entity (otherwise referred to as 'you') who enters into a Contract with Euroland to buy Goods or Services other than for private use.

'Consumer' means 'you' who enters into a Contract with Euroland to buy Goods or Services for private use.

'Euroland' means Euroland Computers Ltd Devonshire House , 582 Honeypot Lane , Stanmore , HA7 1JS

'Quotation' is a tender made by Euroland whether oral or in writing.

'Contract' means any contract between you and Euroland for the sale and purchase of Goods or Services, incorporating these Terms.

'Goods' means any goods agreed in the Contract to be supplied to you by Euroland (including any part or parts of them) in accordance with these terms and conditions.

'Order' means an order for Goods or Services made by you in accordance with these Terms.

'Order Confirmation' means our written acceptance of your Order.

'Services' means services and support provided by Euroland to you.

'Software' means computer program(s) and associated documentation.

'Third Party Software' means all software owned by or licensed to the Customer from a third party owner (whether or not supplied by Euroland) and which comprises part of the Products.

'Normal Working Hours' means 9am to 6pm on a Working Day.

'Working Day' means Monday to Friday, excluding Bank or other Public holidays.

2. ORDERS

- 2.1 When you place an Order for Goods or Services, this will be considered as an offer by you to purchase the Goods or Services from Euroland subject to these Terms and we shall not be obliged to accept your offer at our discretion.
- 2.2 We will send you an Order Acknowledgement on receipt of your Order whether the order is accepted by Euroland or not.
- 2.3 We will accept your offer and create a contract with you by sending to you an Order Confirmation once we have confirmed availability of the Goods or Services, verified your credit card or payment details as necessary and prepared the Goods for dispatch. We reserve the right to obtain validation of your credit or debit card details before providing you with any Goods or Services.
- 2.4 The Order Confirmation will be binding on you unless there is an inadvertent discrepancy between the Goods or Services that you ordered and those detailed in the Order Confirmation. You should notify us as soon as you become aware of any such discrepancy.
- 2.5 If we cannot supply the Goods ordered by you, we reserve the right to offer alternative Goods of equal or superior quality. Any such changes will be detailed in the Order Confirmation. In such cases, if you do not wish to accept the alternative Goods offered, you may cancel the Order and require the refund of any money paid to us in respect of that Order, including carriage charges. This shall be your sole remedy.
- 2.6 We make every effort to supply the Goods as advertised but reserve the right to supply the Goods subject to minor variations in actual dimensions and specifications where these are changed by the manufacturer. Images of Goods are provided for illustrative purposes only and the actual Goods you receive may differ from the image displayed in the catalogue or on our website, especially with generic products.
- 2.7 When you place an order, you are undertaking to Euroland that:

- (a) all details you provide to us for the purpose of purchasing Goods or Services are correct, and
- (b) the credit or debit card you use to make a purchase from us is your own card, that you are authorized to use it, and that there are sufficient funds or credit facilities to cover the cost of any Goods or Services you order from us.

2.8 Cancellation of Orders. Other than in accordance with clause 2.4, we do not accept cancellation of orders by Customers once an Order Confirmation has been sent as many Orders are dispatched on the same day the Order is placed. We cannot accept cancellation of an Order for bespoke Goods which have been produced to your specific requirements.

3. INDEPENDENT CONTRACTOR

3.1. The relationship between the Supplier and Customer is that of Independent Contractor. Neither party is the agent of each other, nor neither party has any authority to make any contractor make any obligation expressly or impliedly in the name of the other party, without that party's prior written consent for express purposes connected with the performance of these conditions.

4. PRICES AND PAYMENT

- 4.1 Prices quoted for Goods and Services are exclusive of VAT and Delivery Charges.
- 4.2 We reserve the right to vary our prices from time to time.
- 4.3 When you submit an Order, you will be notified of any additional costs including shipping and handling costs or insurance.
- 4.4 Payment is due prior to shipment unless you have been approved for credit. Our standard credit terms require payment within 30 days from the date of the invoice, except in the case of transactions where different terms are agreed by us in writing beforehand.
- 4.5 If you fail to make any payment due to us by the due date for payment ('the due date'), then we may charge you interest on the overdue amount at the rate of 4% per annum above the Bank of England's base lending rate from time to time. Such interest shall accrue on a daily basis from the due date until the date of actual payment of the overdue amount.
- 4.6 Payment in advance for Orders to be delivered in the UK mainland may be made by cash, Visa, MasterCard, Maestro, or PayPal (PayPal payment will be taken upfront). All Orders for Goods to be delivered to the Republic of Ireland must be paid in advance by MasterCard or Visa only.
- 4.7 3% surcharge will be applicable for all payment made by credit card and no surcharge for debit card.
- 4.8 4% surcharge will be applicable for all payment made by paypal.

5. DELIVERY, TITLE AND RISK

- 5.1 We shall use reasonable endeavors to dispatch Goods to you by the estimated delivery date, but time shall not be of the essence for delivery and we shall not accept liability for failure to deliver within the stated time or on a stated day where this is caused by circumstances beyond our reasonable control, such as delays caused by delivery companies or manufacturer lead times.
- 5.2 If a delay is likely, we shall contact you and advise of the delay. You will not be entitled to damages or compensation if delivery of Goods does not occur on the estimated delivery date.
- 5.3 If we are unable to deliver the Goods within 30 days of the estimated delivery date, you will, as your sole remedy, be entitled to cancel the Order and require any monies paid to us in respect of that Order to be refunded. In order to cancel, you must send written notice of cancellation to us after the estimated delivery date but before actual delivery of the Goods or notification from us that the Goods are ready for delivery.
- 5.4 Delivery is deemed to take place when the Goods are delivered to your nominated address, whereupon the risks of loss, breakage and all damage and all other risks shall pass to you.
- 5.5 You are required to be able to accept the Goods when they are ready for delivery within Normal Working Hours.
- 5.6 Ownership of the Goods shall not pass to you until we have received in full (in cash or cleared funds) all sums due to us in respect of:

- (a) the Goods and
- (b) all other sums which are or which become due to us from you on any account.

5.7 Until ownership of the Goods has passed to you, you must:

- (a) hold the Goods on a fiduciary basis as our bailee ,
- (b) store the Goods (at no cost to us) separately from all other goods of yours or any third party in such a way that they remain readily identifiable as our property,
- (c) not destroy, deface or obscure any identifying mark or packaging on or relating to the Goods, and
- (d) maintain the Goods in satisfactory condition and keep them insured on our behalf for their full price against all risks to our reasonable satisfaction. On request you shall produce the policy of insurance to us.

5.8 You may resell the Goods before ownership has passed to you solely on the following conditions:

- (a) any sale shall be effected in the ordinary course of your business at full market value; and
- (b) any such sale shall be a sale of our property on your own behalf and you shall deal as principal when making such a sale.

5.9 Your right to possession of the Goods shall terminate immediately if you have a bankruptcy order made against you or if you make or know of any arrangements in respect of your actual or possible insolvency, liquidation, winding up or other arrangements with your creditors.

5.10 In the event that you have failed to make full payment for Goods by the due date, then as long as monies remain outstanding, we reserve the right to enter your premises at your expense and recover from there all Goods which remain our property.

5.11 If you cannot accept delivery, we may re-arrange delivery provided that we reserve the right to charge you for any delivery costs incurred.

5.12 Upon delivery of the Goods, you will be asked to sign a Proof of Delivery to acknowledge safe receipt. It is your responsibility to ensure that the number of packages delivered corresponds with the number stated on the delivery note. Where a discrepancy occurs or where there is evident damage to the packaging, you should either note this on the Proof of Delivery or refuse delivery of the Goods.

5.13 We shall not be liable for discrepancies or damage evident on delivery where you accept delivery and sign the Proof of Delivery without amendment.

5.14 You may request a Proof of Delivery, provided that this request is made within 30 days of the dispatch confirmation and we shall use reasonable endeavors to provide such proof. Thereafter, delivery shall be deemed to have been successfully completed.

5.15 You should notify us immediately and in any event no longer than 48 hours after delivery in the event that Goods are found to be damaged on delivery, items are missing or the Goods are not as specified in the Order Confirmation. If you need to return any Goods, then please see our Returns policy below.

6. RETURNS AND WARRANTIES

6.1 Other than the express provisions set out in these Terms, all other terms and the implied terms or warranties relating to the supply of goods or services are excluded to the fullest extent permitted by law.

6.2 In the event that you need to return Goods, then a Return Merchandise Authorization Number (RMA) must be obtained from us for each and every return so that we are able to administratively process your return, otherwise we have no means of identifying the Goods being returned and this may result in difficulties in returning monies. You will be sent a RMA acknowledgement by email. The RMA number must be clearly shown on each parcel returned, and must be in the original manufacturer's packaging (which shall not be defaced) complete with accessories, manuals and documentation. Software packages must be returned unopened with the Software seals intact. Except in the case of faulty Goods, returned items not complying with these requirements will be rejected.

6.3 In the event that any Goods Delivered to you do not correspond with the Goods in the Order Confirmation, or have been Delivered to you by mistake, then you will be under a duty to take reasonable care of such Goods and to contact our Customer Services team immediately no later than 14 days. We will then arrange for a courier to collect the Goods and replacements to be supplied on a credit and recharge basis.

6.4 Care of Goods to be returned :

Whilst in possession of the Goods you will be under a duty to take reasonable care of them. We reserve the right to refuse a refund on Goods returned which have been made unfit for resale or damaged whilst in your possession.

6.5 Address for Returns of Goods: If you need to return Goods to us for whatever reason, then please send such items to:

Euroland Computers Ltd
Unit 1030 Safestore Plc
2 Garland Road
Honeypot Lane
Stanmore
Middlesex
HA7 1NR

6.6 Return of Defective Goods

- (a) In the event that Goods are found to be defective at any time within the first 7 days from delivery then please contact our Customer Services team immediately that you become aware of the defect, ensuring that you have the item's serial number available to provide to our staff. Different manufacturers have differing policies for dealing with Goods which are termed 'dead on arrival', meaning that the Goods are found to be faulty either on delivery or very shortly afterwards. You will therefore be advised by our Customer Services team of the relevant manufacturer's returns policy. It is your responsibility to package and secure the Goods prior to shipment to prevent damage during transit. It's the responsibility of the customer to return the goods at their cost in the same condition as sent
- (b) We shall at our option repair or replace such Defective Goods (or the defective part) and only if a repair or replacement is not possible or would be disproportionate to the price of such Goods we shall at our discretion refund the price of such Defective Goods at the pro-rate contract rate provided that you return the Defective Goods to us with all internal and external parts that were delivered with the Goods.
- (c) If we arrange for a courier collection of your Goods, this will normally take place between 9.00am and 5.30pm, and it is your responsibility to ensure that someone will be present at the collection address when the courier arrives.
- (d) On receipt by us of the returned Goods, if following the testing process the Goods are found to be in good working order without defect, we will return the Goods to you, and the carriage costs of this return will be your responsibility. Please note that if you have, in the meantime, required us to provide you with replacement Goods before completion of the testing process, you will be liable to pay for these Goods. If, when we examine the Defective Goods, it is evident that the defect has arisen because you have failed to follow the manufacturer's instructions as to the storage, installation, commissioning, use or maintenance of the Goods, or if you have altered the Goods without the written consent of Euroland then we reserve the right to refuse a repair, replacement or refund.
- (e) You should note that we adhere to individual manufacturers' guidelines in respect of acceptable deviation of quality of certain items. Therefore, we reserve the right not to accept Goods considered by you to be defective if the error or fault is within the manufacturer's accepted manufacturing tolerances. If you have any doubt, please contact our Customer Services. As an example, due to the current manufacturing methods of active matrix display panels, a small percentage of sub-pixel anomalies (i.e. a pixel that is stuck on or off) are accepted by the industry as unavoidable. Accordingly, because the manufacturing yield of perfect active matrix panels is low, displays may have some sub-pixels that are either always on or off. The cost of accepting only theoretically perfect displays would almost double the price of a portable computer using an LCD screen. Please be aware of this before purchasing a TFT screen.

6.7 Warranty and Claims

- (a) New products come with warranty ranging from 90 days to 3 years. Please ask sales team for warranty period before buying any products. If supplied Goods are new and become faulty within warranty period then you are advised to contact the manufacturer and use their warranty procedure. Unless otherwise stated in the manufacturer's documentation.
- (b) If you wish to make a warranty claim for new product, you must comply with the manufacturer's instructions and warranty procedure. In order to resolve your problem as quickly as possible, we will refer you to the manufacturer who will deal directly with the return. In these instances, we will provide you with the contact information for the relevant manufacturer.
- (c) Refurbished or used products come with warranty ranging from 30 days to 90days. Please ask sales team for warranty period before buying any products. If supplied Goods are refurbished and become faulty within warranty period then you are advised to contact our sales team to make a warranty claim.
- (d) If the product becomes faulty within warranty period then we shall at our option repair, replace or refund.
- (e) All warranties provided under these Terms shall be invalidated if the Goods have been worked upon, altered or damaged in any way by you or your employees or agents, or if the Goods have not been used in accordance with the manufacturer's instructions.

6.8 Return for credit

- (a) In the event that we, at our absolute discretion, agree to accept the return for credit of unwanted products or products ordered incorrectly. All products returned for credit is subject to 25% restocking fee (+VAT) plus delivery charges (+VAT) and the customer has to return the products at their cost in the same condition as sent. The Goods must be returned with our prior written agreement within 7 days of delivery. If the supplied Goods are new they must be unopened, with the manufacturers' seals intact and in perfect new condition. If the supplied Goods are used or refurbished they must be unused and return them in the same condition as sent. Please ensure that the Goods you have purchased are to your specification prior to breaking the manufacturers' seals. This will avoid disappointment and the Goods being rejected, should you wish to return them.
- (b) No Software on which seals have been broken can be returned for credit. If any Software discs are faulty, then you are advised to use the manufacturer's warranty procedure. Please note Software Licenses are non-returnable unless the Software is materially non-compliant with its specification or the physical media on which it is supplied is defective.

6.9 Provision of Services

- (a) If you purchase Services from us, then we shall use our skill and expertise to carry out the Services to a standard equivalent to that of a competent computer professional, and shall warrant our work as free from defects for a period of 30 days after completion. In particular, we cannot be held responsible for any fault or damage not caused by our services engineers or their contracted agents. In the event of a claim arising relating to the level of skill and judgment applied in the course of providing Services, we reserve at our sole discretion the right to appoint an independent expert in the field to appraise the work carried out in the execution of the Services.
- (b) We accept no liability for equipment installed or configured by us when the equipment has subsequently been altered or configured by persons other than ourselves or our agents. Except as set out here, all other express or implied terms or warranties relating to the Services are excluded to the fullest extent permitted by law.

7. OUR LIABILITY

- 7.1 Subject to clauses 5 and 6, the following provisions set out our entire financial liability (including any liability for the acts or omissions of our employees, agents and sub-contractors) to you in respect of:
 - (a) any breach of these Terms;
 - (b) any use made or resale by you of any of the Goods, or of any product incorporating any of the Goods; and
 - (c) any representation, statement or tortuous act or omission including negligence arising under or in connection with the Contract.
- 7.2 All warranties, conditions and other terms implied by statute or common law (save for the conditions implied by section 12 of the Sale of Goods Act 1979) are, to the fullest extent permitted by law, excluded.
- 7.3 Nothing in these Terms excludes or limits our liability:
 - (a) for death or personal injury caused by our negligence; or
 - (b) for any matter which it would be illegal for us to exclude or attempt to exclude our liability; or
 - (c) for fraud or fraudulent misrepresentation.
- 7.4 Subject to clause 7.2 and clause 7.3:
 - (a) our total liability in contract, tort (including negligence or breach of statutory duty), misrepresentation, restitution or otherwise, arising in connection with the performance or contemplated performance of the Contract shall be limited to the Contract price; and
 - (b) we shall not be liable to you for loss of profit, loss of business, or depletion of goodwill in each case whether direct, indirect or consequential, or any claims for consequential compensation whatsoever (howsoever caused) which arise out of or in connection with the Contract.

8. FORCE MAJEURE

- 8.1 We shall not be liable to you or be deemed to be in breach of contract by reason of any delay in performing or any failure to perform any of our obligations in respect of the Goods or Services, if the delay or failure was due to any cause beyond our reasonable control. Without prejudice to the generality of the foregoing, the following shall be regarded as causes beyond our

reasonable control: act of God, explosion, flood, tempest, fire or accident; war, threat of war, sabotage, insurrection, civil disturbance or requisition; acts, restrictions, regulations, bye-laws, prohibitions or measures of any kind on the part of any governmental, parliamentary or local authority; import or export regulations or embargoes; strikes, lock-outs or other industrial actions or trade disputes (whether involving our employees or of a third party); difficulty in obtaining materials, labor or machinery; and power failure or breakdown in machinery.

- 8.2 If we are unable to provide you with your Goods within a reasonable time due to circumstances outside our control, we shall either agree a new timescale with you for the delivery of the Goods or either of us may decide to terminate the Order in which case we will return any prepayments that you have made in full.

9. ERRORS & OMISSIONS

- 9.1 We make every effort to ensure that all prices and descriptions quoted by us or on our website are correct and accurate. In the case of a manifest error or omission, we will be entitled to rescind the contract, notwithstanding that we may already have accepted your Order and/or received payment from you. Our liability in that event will be limited to the return of any money that you have paid in respect of the Order.
- 9.2 In the case of a manifest error in relation to price, you will be entitled to purchase the Goods or Services by paying the difference between the quoted price and the correct price, as confirmed in writing by us after the manifest error has been discovered. A 'manifest error', as the term is used in this clause 9, means, in relation to an incorrect price, a price quoted in error by us which is more than 10% less than the price that would have been quoted had the mistake not been made.

10. DATA PROTECTION

- 10.1 We have a full and detailed privacy statement available on our website which forms part of our Terms & Conditions
- 10.2 Website Security. Euroland's website employs the SSL (Secure Socket Layer) encryption standard in all secure areas, including login pages, customer information and payment details. Provided that you are using an SSL-compliant browser such as Netscape's Navigator, Microsoft's Internet Explorer, Opera or Firefox, you will be able to conduct encrypted transactions without fear of an intermediary obtaining your credit card information.
- 10.3 Data Protection & Data Security: Data is maintained under the provisions of the Data Protection Act (1998), Euroland may contact you from time to time to verify and update the data Euroland holds on your records.
- 10.4 Information Automatically Logged. We may use your IP (Internet Protocol) address to help diagnose problems with our server and to administer our website. Your IP address is also used to help gather broad demographic information. A disk-based cookie (non session) is used for identification.
- 10.5 Registration and data sharing. Our site registration and Order form requires you to give us contact information (such as name, email, and postal address), unique identifiers (such as username and password), demographic information (such as postcode), and financial information (such as account reference and transaction values). This data is securely stored for use in all our marketing communications and analysis databases.
- 10.6 Euroland may share your information with any member of our group, which means our ultimate holding company and its subsidiaries, as defined in section 736 of the UK Companies Act 1985.
- 10.7 Euroland may share your information with selected third parties outside Euroland's group, in order that they may contact you to let you know about goods or services which may be of interest to you. Please contact us if you wish to opt out of receiving such information.
- 10.8 You agree that we may use personal information provided by you in order to conduct appropriate anti fraud checks. Personal information that you provide may be disclosed to a credit reference or fraud prevention agency, which may keep a record of that information.
- 10.9 Please note that we may record and monitor inbounds and outbound calls and electronic traffic for training purposes.

11. TRADE NAMES & TRADE MARKS

- 11.1 Trade names and marks (other than ours) are not always indications of the actual manufacturer of a particular product and may rather be indicative of general use systems and machines associated with such products.
- 11.2 In the case of component purchases, if you require a particular brand of product should, then before placing an order, please check with us to confirm the identity of the manufacturer of the component that you are proposing to purchase.
- 11.3 Both parties hereby acknowledge the intellectual property rights of suppliers and manufacturers of the Goods appearing in our sales literature and on our website.

12. GENERAL TERMS OF BUSINESS

- 12.1 You must not transfer any contract made with us under these Terms, as it is personal to you, without written authority from us. This authority will not be refused without good reason.
- 12.2 If any part of these Terms shall be deemed unlawful, void or for any reason unenforceable, then that provision shall be deemed to be severable from the Terms and shall not affect the validity and enforceability of any of the remaining provisions of the Terms.
- 12.3 No waiver by us shall be construed as a waiver of any proceeding or succeeding breach of any provision.
- 12.4 Communications.
- (a) All communications between the parties about the Contract shall be in writing and delivered by email or by hand or sent by pre-paid first class post or sent by fax to the registered office or such changed address as shall be notified to by the party; or (in any other case) to any address of yours set out in any document which forms part of the Contract or such other address as shall be notified to us by you.
- (b) Communications shall be deemed to have been received:
- (i) if sent by pre-paid first class post, two days (excluding Saturdays, Sundays and bank and public holidays) after posting (exclusive of the day of posting); or
 - (ii) if delivered by hand, on the day of delivery; or
 - (iii) if sent by fax on a working day prior to 4.00 pm, at the time of transmission and otherwise on the next working day.
 - (iv) If by email on a working day prior to 4.00 pm, at the time of transmission and otherwise on the next working day.
- 12.5 No third party shall be allowed to enforce any rights under this contract. We hereby exclude the application of the Contracts (rights of Third Parties) Act 1999 to each and every contract made under these Terms.
- 12.6 You confirm that, in agreeing to accept the Terms, you have not relied on any representation save insofar as the same has expressly been made a part of these Terms and you agree that you shall have no remedy in respect of any representation. Nothing in these Terms shall limit or exclude our liability in respect of any fraudulent or negligent misrepresentation whether or not such has become a part of the Terms.
- 12.7 These Terms shall be governed by the relevant laws of the United Kingdom and construed in accordance with the relevant laws of the United Kingdom and you irrevocably submit to the exclusive jurisdiction of the relevant courts of the United Kingdom.
- 12.8 If you have any complaints with the Goods or Services provided by us please contact Customer Services by post addressed to Customer Services at Euroland Computers Ltd Devonshire House , 582 Honeypot Lane , Stanmore , HA7 1JS or by fax to 0208 907 2734 or by e-mail to customerservice@euroland-computers.co.uk

13. SERVICE & REPAIR

- 13.1 All the data on the machine should be backed up by the customer before sending or handing over the machine for repair or service to Euroland engineer, and in the event of customer fails to do so and during the process of repair and service if data is lost or corrupted, Euroland takes no responsibility of loss or corruption of any data or claim.
- 13.2 Free diagnostics, collection and return of the IT equipment is subject to terms and conditions of the company and only applies if customer authorise Euroland to go ahead with the repair quote supplied, in the event of refusal quote by the customer, diagnostics, admin fee, collection and return charge will apply, It may take up to 48 hours or more to send quote depending on the work load of the company.
- 13.3 At the time of handing over the machine to Euroland for repair or service on site or at workshop, it is responsibility of the customer to ensure to put all the physical damage, marks, scratches or any discolour on the body of the machine clearly on

the service booking form and need to be agreed with Euroland engineer the same, if both parties agrees, then customer and technician need to sign the form before handing over the machine for repair or service to Euroland engineer.

- 13.4 If Euroland find any physical damage inside the machine during the diagnostics of repairs and service, we will inform the customer as soon as possible, but Euroland takes no responsibility of those damages and claims.
- 13.5 Before taking the delivery of the repaired item onsite or at our workshop, it is the responsibility of the customer to ensure the product is fully functional and up to the expectations. After leaving the premises Euroland will not be responsible for any damages to the machine thereafter.
- 13.6 Any operating system or software installed on the machine supplied by the company or customer, it is the responsibility of the customer to ensure is fully functional and up to the expectations. Any corruptions or loss of software after taking the delivery from Euroland onsite or at our workshop, Euroland will not be responsible for any claims and damages thereafter. It is completely company's discretion to charge or not to charge the customer again for the software or operating system installed.
- 13.7 During the process of diagnostics on repairs or service onsite or at our workshop by engineer, sometimes there is occasion where, when you switch on the machine the power supplies and the components blows off for unknown reasons, and sometimes engineer try to repair the fault but during the process of diagnostics and repairs, sometimes other components goes faulty, which thereafter need replacing, or after installation of the parts,require further spares to full fill repair or service, Euroland or engineer of the company, will not be responsible for any claim, damages or extra cost occur to the customer, but Euroland will ensure, engineer takes all the health and safety precautions and measures, and diagnose the fault with best of his skill sets and try to to avoid any further damages to the equipment.
- 13.8 All our workshop and onsite repairs & service carry 30 to 90 days warranty. It is applicable only to the fault reported and parts replaced.Warranty need to be agreed with services team at time of repair and service.
- 13.8 By signing the repair and service form customer accepting all of the above terms of Euroland Computers Ltd.

Sales & Marketing Address: Euroland Computers Ltd , Devonshire House , 582 Honeypot Lane, Stanmore, HA7 1JS

Company Registration Number: 4613758 **VAT Number:** 805 697 111