



# SALES ORDER CONFIRMATION

Bourne Retail Park  
 Salisbury  
 Store4825  
 SP1 2LB  
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**Document Date:** 3/03/2007  
**Page No:** 1  
**Order Number:** 6169944  
**Order Date:** 3/03/2007  
**Account No:** 1880943  
**Salesperson:** Stuart Moore  
**Customer Ref:** SMARTPLAN  
**Contact Name:** Michael Riley

**ARN:** 106582

**Invoice To:**

St Anns House  
 St Anns House  
 32-34 St. Ann Street  
 Salisbury  
 Wiltshire  
 SP1 2DP

**Delivery/Installation Address:**

St Anns House  
 St Anns House  
 32-34 St. Ann Street  
 Salisbury  
 Wiltshire  
 SP1 2DP

PRODUCT CODE / DESCRIPTION	QUANTITY	UNIT PRICE		VALUE		VAT-INC
		GBP	EX-VAT	GBP	EX-VAT	VALUE (GBP)
368553			595.74	595.74	699.99	
TOS P100-160 T5200	1		EACH			
554866			21.27	21.27	24.99	
BKN USB2 4PRT SLV HUB	1		EACH			
251561			51.06	51.06	60.00	
PAK PUCHOROKA MESSGER B1	1		EACH			
866730			25.52	25.52	29.99	
SYM NIS2 WBW VISTA	1		EACH			
				<b>TOTAL ORDER VALUE (GBP)</b>		
Lead Time Shown In Days						
Old Account Code:						

- All sales are made under the Conditions of Sale on page 2 of this document.
- This document should not be treated as an acceptance of your order or as a confirmation of despatch.
- This document should not be treated as a VAT invoice.
- If the product, service or delivery information on this document does not match your order or if you would like to alter the details of your order please get in touch with your sales contact.
- Orders are despatched at regular intervals during the day. If you need to make changes to your order please contact us as soon as possible. A delay may mean that the goods have already been shipped to you.
- All despatch charges associated with this order, will be applied on the first despatch.
- If your order is for software licensing, please ensure all details are correct. If they are not, you must contact the Licensing team within 48 hours on 0161 4473123 or by email to licensing@pcwb.com

## CONDITIONS OF SALE FOR BUSINESS CUSTOMERS

### General

1. These Conditions of Sale are for business customers only.
2. We do business only under these Conditions of sale, except for GCAT sales where separate conditions apply. The GCAT Terms can be found on the website [www.gcat.gov.uk](http://www.gcat.gov.uk)
3. Goods are subject to availability and may vary from those advertised.
4. You must decide before ordering if the goods are suitable for your needs.
5. Please note that we are not obliged to accept your order or offer you credit terms. No contract is made with you until the goods are dispatched.

### Prices and Payment

6. Our advertised prices do not include VAT and delivery. The price of the goods may be changed from the one advertised. Please confirm the price before you order.
7. We accept payment by bank transfer, cheque, credit or debit card or cash. Credit card and debit card payments are taken at the point of customer order not on dispatch of goods.
8. Goods bought on credit must be paid for by 30 days from our invoice date. We may share customer credit history information with relevant credit agencies.
9. We remain owners of the goods you purchase until you have paid for all of them in full. We can retrieve and resell them if they are not paid for. This applies to all goods we supply to you and to any money owing in respect of any transaction with you.
10. Under the Late Payment of Commercial Debts Regulations 2002, we can exercise our statutory right to charge interest and an administrative charge on all overdue invoices.

### Delivery

11. We charge for all deliveries. We operate a standard next day delivery service for in stock items. Standard delivery is to suitable ground floor reception or stores areas. Please notify us in advance if you have any special delivery requirements - there will be an additional charge. Goods can also be collected from our Operations Centre at Waterfold Park, Rochdale Road, Bury BL9 7BJ with suitable identification
12. If the goods do not arrive or are incomplete, or are the wrong goods or are damaged when you open them, you must tell our Customer Services department within 5 days of receipt or expected delivery telephone 08701 664666.
13. After delivery you are responsible for protecting the goods against loss or damage.

### Cancellation

14. You cannot cancel an order once we have accepted it, unless this is agreed in writing by our authorised representative.

### Returns

15. It is your responsibility to check the goods on delivery. All our goods are sold to you with the benefit of the manufacturer's warranty. We will accept returns of faulty goods notified to us within fourteen days of delivery. Some manufacturers operate a day one return to manufacturer policy - our Customer Services department will advise you about this.
16. If faulty goods are to be returned to us you must obtain an RMA (Returned Merchandise Authorisation) from our Customer Services department. The RMA will be valid for 28 days. We will arrange at our expense for collection of the goods, which must be available for collection in their original packaging together with all accessories, software and manuals. We cannot accept unauthorised returns which do not have an RMA.

17. If you change your mind we may take goods back at our discretion if they are unopened, unused and in perfect condition. There will be a handling charge of 15% of the purchase price (or £20 whichever is greater) plus a collection charge of £6.95 for this service. Please contact our Customer Services department.

18. If you return goods please ensure that you have backed up your data. We will not be responsible for any data that is lost.

19. Please note we do not accept returns of special purchase items, software licences, consumables or opened software unless it is faulty.

### Guarantee and Liability

20. You get the benefit of the manufacturer's warranty in respect of all the goods we sell. We do not provide any warranties ourselves and we exclude any warranties express or implied by statute, common law or of any other kind. We are willing however to sell you an additional top-up warranty to supplement the manufacturer's warranty.
21. We are resellers to business customers and as permitted under the Unfair Contract Terms Act 1977 we exclude liability for claims regarding the quality or fitness for purpose of goods or otherwise which consumers can make under the Sale of Goods Act 1979. We are liable for death or personal injury caused by our negligence. We do not accept any liability for indirect or consequential losses or loss of profits.

### Gifts

22. We sometimes offer promotional free gifts. Please let us know if you do not want to receive them.

### Telephone Calls

23. We monitor and record telephone calls for training purposes.

### Company Details

24. PC World Business is a trading division of DSG Retail Limited. Registered number 504877. Registered office: Maylands Avenue, Hemel Hempstead, Hertfordshire HP2 7TG (REF0905).