

## Conditions of sale for customers

### General

1. These conditions of sale are for customers only.
2. You must decide before ordering if the goods are suitable for your needs.

### Prices and Payments

3. Robinsons Integrated Solutions Ltd (RIS) accept payments by bank transfer, cheque (Payable to Robinsons Integrated Solutions), or cash. Payments are taken at the point of customer order not on dispatch of goods unless specified.

#### Bank Details:

Sort code      53-50-21  
Account        51294508

4. All goods must be duly paid for on collection.
5. RIS remain owners of the goods you purchase until you have paid for all of them in full. RIS are entitled to retrieve and resell goods if they are not paid for in full. This applies to all goods RIS supply to you and to any money owing in respect of and transaction with you.
6. 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

7. If the goods did not arrive, are incomplete, are the wrong goods or are damaged when you received them, you must tell RIS directly within 7 working days on 01423 774377.

### Returns

8. It is your responsibility to check the goods on delivery.
9. If you have returned goods please ensure that **you have backed up your data**. We will **not** be responsible for any data that is lost.

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

### Guarantee and warranty

11. Most of our Products come with a minimum 12 month Manufactures warranty, please check individual goods for cover before contacting RIS. This warranty ONLY covers the equipment itself, NOT any associated costs incurred in returning the equipment, for example, Callout fees, collection from Customers premises, dismantling & reinstallation of equipment and carriage returning goods to Manufacturer. Cover does not apply to incidents occurring from force majeure. All warranties exclude product misuse and CCD sensors damaged by normal wear & tear.

### Company Details

12. Business Address:  
Robinsons Integrated Solutions Ltd.  
Energy House  
Hampsthwaite Head  
Harrogate,  
North Yorkshire  
HG3 2HT  
01423 774 377  
Email: [sales@r-is.co.uk](mailto:sales@r-is.co.uk)  
Web: [www.r-is.co.uk](http://www.r-is.co.uk)

13. Registered address  
Energy House  
Hampsthwaite Head  
Harrogate,  
North Yorkshire  
HG3 2HT  
Registered No. 07561367  
VAT No. 111 3085 69