



TERMS & CONDITIONS

The Terms and Conditions set out below govern your use of this website and you should read them carefully.

BY USING THIS WEBSITE OR SUBMITTING AN ORDER FOR GOODS OR SERVICES YOU AGREE TO ABIDE BY THE TERMS & CONDITIONS OF UK VENDING LTD AND ITS BRANDS SET OUT BELOW.

1. Definitions

- 1.1. Under these terms and conditions "The Company" shall mean UK Vending Ltd and its brands as identified in paragraph 1.1.1 (below).
 - 1.1.1.1. UK Vending Ltd is a private limited company registered England, Number: 952912. Its brands include:
 - 1.1.1.1.1. UK Vending
 - 1.1.1.1.2. UKV Finance
 - 1.1.1.1.3. UKV Solar
 - 1.1.1.1.4. UKV Corporate Solutions
 - 1.1.1.1.5. UKV Office Perfect
 - 1.1.1.1.6. Your UKV Solution
 - 1.1.1.2. The above list is not exhaustive. For further details of UKV brands please email: info@ukvending.co.uk
- 1.2. "The Customer" shall mean the purchaser, hirer or renter of goods from UK Vending Ltd and its brands subject to these terms and conditions.
- 1.3. "The Website" means the UK Vending Ltd and its brands' website or websites or any UK Vending Ltd and its brands' website or websites advertising or offering goods, services or information.
- 1.4. "The User" shall mean the person accessing or using the website whether or not a customer of UK Vending Ltd and its brands and the organization on behalf of which the user acts.
- 1.5. "The Registered User" the organization or person registered with UK Vending Ltd and its brands to access the registered user areas of the website; the person or organization that has been issued with a registered user account-name and password.
- 1.6. UK Vending Limited, Fort Bridgewood, Maidstone Road, Rochester, Kent, ME1 3DQ provides access to the UK Vending Ltd and its brands web site ("the web site") and offers to sell our products to you via this web-site subject to the terms & conditions set out here. By using the www.ukvending.co.uk web site, you signify your agreement to be bound by these terms & conditions. In addition, when you use any current or future ukvending.co.uk service, you will also be subject to the guidelines and conditions applicable to that service.

2. Our contract

- 2.1. When you place an order to purchase a product from ukvending.co.uk, we will send you an e-mail or telephone you confirming our receipt and the details of your order. Your order represents an offer to us by you to purchase a product or products from UK Vending Ltd and its brands and your order is accepted by us only when we send you a 'Confirmation of Dispatch' e-mail or telephone such confirmation to you that we've dispatched your complete order or any part of it to you or to your designated place of delivery. Any products on the same order from you that we have not confirmed in a 'Confirmation of Dispatch' e-mail or by telephone to have been dispatched to you do not form part of any accepted contract by UK Vending Ltd and its brands until we confirm their dispatch to you.

3. Our Returns Policy

- 3.1. **14-day returns guarantee** - Our 14-day returns guarantee means that if for any reason whatsoever you are unhappy with your purchase, you may return it to us *in its original condition unopened and with any seals and shrink-wrap intact* within 14 days of the date you received the item, and we will then issue a full refund for the price you paid for the item subject only to the exceptions set out below: Please note: We can only accept the return of opened items if they are faulty. You will be liable to pay the delivery and/or collection charges.
 - 3.1.1. **Damaged items** - if you take delivery and the goods have been damaged in transit, you can return the damaged item(s) to us within 7 days of receipt for exchange.
 - 3.1.2. **Defective items** - in the unlikely event that you have received a faulty item, you must contact us at the soonest possible moment and we will rectify the problem for you.
 - 3.1.2.1. You have the right to return a faulty or defective item to us within a reasonable period of time; however, you must notify us of the fault or defect as soon as you discover it.
 - 3.1.2.2. Please keep all the warranty information that accompanies your item as this will be needed. We are unable to exchange items that are not damaged, defective or incorrect.

3.1.2.3. For your protection we recommend that you use a recorded-delivery service. Once we have received the item, we will contact you to discuss the return and agree with you what happens next. Please note: You may be liable to pay the delivery and/or collection charges.

3.2. These terms and conditions are in addition to your rights in law and do not in any way take away, replace, reduce or minimize those rights.

4. Incorrect Items

4.1. In the unlikely event that you find we have sent you an incorrect item, please email or telephone and let us know. We will send you the correct item as soon as we can. Send the original item back to us (customer service will provide instructions on how to do this) and we'll make sure you are not charged for it.

5. Warranty

5.1. All new equipment supplied to you has a 12 months parts warranty from date of delivery to you.

5.1.1. In the event that the equipment should become faulty please contact our customer service department.

5.1.1.1. If we are unable to fix the fault over the telephone, we will ask you to return the equipment back to our office at your expense. We will either repair the equipment and return it to you or, at our sole discretion, send you a replacement of similar condition or age.

6. Pricing and availability

6.1. We indicate product availability information for products sold by us on our web site; this is usually shown on each product information page.

6.2. Beyond what we indicate on our product information pages or in certain instances elsewhere on the web site, we cannot be more specific about product availability and you should be aware that statements of availability that we may make are only indicative and are not guaranteed. Dispatch estimates are just that. They are indicative and not guaranteed dispatch times and should not be relied upon as such.

6.3. As we process your order, we will inform you by e-mail if any products you order have become unavailable.

6.4. Despite our best efforts, a tiny number of the many thousands of products in our catalogue can from time to time be mis-priced when prices are displayed. This is usually because our suppliers' prices are themselves subject to global market-forces and sudden change.

6.4.1. Prices shown are indicative and not guaranteed and should be seen only as an 'offer to treat' with us. Rest assured however, that we verify prices as part of our dispatch procedures. If a product's correct price is lower than our stated price, we always charge the lower amount and send you the product. If a product's correct price is higher than our stated price, we will, at our sole discretion, either contact you for instructions before dispatch or cancel your order and notify you of such cancellation.

7. Title

7.1. Title to the goods remains with UK Vending Ltd and its brands at all times until the goods are paid for in full and including all delivery or collection charges, VAT or other taxes or penalties that may apply.

8. Delivery scale

8.1. 'Next day' delivery service is available on request. There may be additional charges for this service. Otherwise, we offer a '3 Day Service' for delivery.

8.1.1. 'Next day' means if you order before 12 noon today you should receive your delivery before 17:30 the next day. Orders received by us on Fridays will usually be delivered on the following Monday before 17:30 (excluding Bank Holidays). 'Next Day' delivery is not available in parts of Scotland, the Channel Isles, Northern Ireland & Eire.

8.1.2. '3 Day Service' means goods will be delivered to you within three full working days after the day of order. To qualify, such orders must be received by us before 12 noon and will usually be delivered before 17:30 on the due day: i.e. an order received before 12 noon Monday (say!), should be delivered to you before 17:30 on Thursday. In the unlikely event of non-delivery please contact our customer service team urgently on the number below.

8.2. If you have any other queries as to how your order may be handled please do not hesitate to contact our customer service team on 01634 304444

The terms and conditions set out below specifically govern your use of this website and you should read them carefully.

9. Copyright and Trade Marks

- 9.1. All website design, text, graphics, the selection and arrangement thereof and all materials on this website are the copyright of UK Vending Ltd and its brands or its content and technology providers. ALL RIGHTS RESERVED.
- 9.2. Permission is granted to copy electronically and to print hard copy portions of the website for the sole purpose of using the website in accordance with its stated purposes.
- 9.3. Any other use of materials on the website is STRICTLY PROHIBITED without our express permission and, in particular, you may not reproduce, modify or publish any of these materials.
- 9.4. UK Vending Ltd and its brands is a **registered trademark** of UK Vending Ltd and its brands whose registered office is stated in paragraph one of these Terms & Conditions. Other product and company names mentioned on this website may be the trademarks or registered trademarks of their respective owners.

10. Information

- 10.1. **UK Vending Ltd and its brands does not represent or warrant that the information on this website will be accurate, reliable, complete or current.**
- 10.2. **UK Vending Ltd and its brands advises you to verify the accuracy of any information on the website before relying on it.**
- 10.3. **ALL WARRANTIES, REPRESENTATIONS, CONDITIONS AND GUARANTEES, WHETHER EXPRESS OR IMPLIED BY STATUTE, COMMON LAW OR OTHERWISE RELATING TO INFORMATION ON THIS WEBSITE ARE EXCLUDED TO THE MAXIMUM EXTENT PERMITTED BY LAW.**

11. Terms and Conditions of Purchase

- 11.1. If you wish to purchase products and/or services that we offer on our website, **YOU MUST** agree to our terms and conditions of purchase.
- 11.2. When you submit an order to purchase to UK Vending Ltd and its brands via our web-site it is implicit and understood by you and by UK Vending Ltd and its brands that by submitting an order you have accepted our terms and conditions as stated in this document and our acceptance of your order and our consequent supply of goods or services is subject without exception to these terms and conditions. **DO NOT SUBMIT AN ORDER TO UK VENDING LTD UNLESS YOU WISH TO BE BOUND BY THESE TERMS WITHOUT EXCEPTION.**

12. Links

- 12.1. This website may contain links to other websites. UK Vending Ltd and its brands accepts no responsibility or liability in respect of the operation or content of other websites linked to this website.

13. News and Updates

- 13.1. Update emails are sent to registered users of www.ukvending.co.uk on a regular basis. These may supply users of our services or website with up-to-date information about our goods and services and are seen by our users as a beneficial free service. Please send an email to it@ukvending.co.uk if you would prefer not to receive these emails or click on 'Unsubscribe' to be unsubscribed from our mailing lists.

14. Modification

- 14.1. UK Vending Ltd and its brands may at any time modify these terms and conditions and will post the new version on the website. Your continued use of the website constitutes your agreement to these modified terms and conditions.

15. Governing Law

- 15.1. These terms and conditions and your use of the website are governed by English law and you submit to the exclusive jurisdiction of the English courts.

Terms and Conditions of Purchase

16. Terms and Conditions

- 16.1. You agree that these terms and conditions apply to your purchase of all products and services that we offer on our website. In addition to these terms and conditions, you also agree that any terms and conditions UK Vending Ltd and its brands is obliged to impose by licensors of products it offers on our website will apply to your use of those products. These terms and conditions prevail over such licensors' terms and conditions in the event of conflict or inconsistency. Where our website states that a product or service is only available for residents of the UK, you confirm that you are resident in the UK.

17. Contract

- 17.1. A binding contract for the purchase of goods and/or services between you and UK Vending Ltd and its brands will come into effect when UK Vending Ltd and its brands has received written acceptance of our terms of business and this written acceptance may be construed by your use of the UK Vending Ltd and its brands website and the ordering of goods via the ordering procedures contained therein or by any other written means by which you submit an order from the UK Vending Ltd and its brands website.
- 17.2. Email orders are subject to these terms and conditions without exception.
- 17.3. UK Vending Ltd and its brands is not obliged to accept any order/ booking you submit but its acceptance will not be unreasonably withheld and will be signified by its delivery or shipment of the goods or services or its offer to deliver or ship the goods or services.

18. Warranty

- 18.1. UK Vending Ltd and its brands warrants that: The service will be provided with reasonable care and skills.
- 18.1.1. ALL OTHER WARRANTIES, REPRESENTATIONS, CONDITIONS AND GUARANTEES, WHETHER EXPRESSED ELSEWHERE ON OUR WEBSITE OR IMPLIED BY STATUTE, COMMON LAW OR OTHERWISE RELATING TO PRODUCTS AND/OR SERVICES PURCHASED BY YOU ARE EXCLUDED TO THE MAXIMUM EXTENT PERMITTED BY LAW. YOU AGREE THAT YOU ARE SOLELY RESPONSIBLE FOR DETERMINING THAT THE PRODUCTS AND/OR SERVICES YOU PURCHASE ARE SUITABLE AND ADEQUATE FOR YOUR REQUIREMENTS AND UK VENDING LTD AND ITS BRANDS SHALL NOT HAVE ANY LIABILITY TO YOU (WHETHER IN CONTRACT, TORT (INCLUDING NEGLIGENCE) OR OTHERWISE) IF THESE PRODUCTS AND/OR SERVICES ARE NOT SUITABLE OF ADEQUATE FOR YOUR REQUIREMENTS.

19. Liability

- 19.1. UK Vending Ltd and its brands' maximum liability whether in contract, tort (including negligence) or otherwise arising from your purchase and use of the products and/or services is limited to the purchase price paid by you to UK Vending Ltd and its brands for the products and /or services.
- 19.2. UK Vending Ltd and its brands is not liable to you under any circumstances for any loss of profits, loss of business, loss of goodwill, or loss of any kind you suffer arising as a result of your purchase and use of the products and / or services to the maximum extent permitted by law.
- 19.3. UK Vending Ltd (and its brands) does not exclude its liability for death or personal injury caused by its negligence or for fraudulent misrepresentation.

20. Delivery

- 20.1. UK Vending Ltd and its brands will use all reasonable endeavours to deliver the goods or services to you within an agreed period of time on confirmation of your order.

21. Acceptance of Products and Service

- 21.1. Subject only to paragraph 4 of these Terms & Conditions unless the customer shall promptly after delivery notify UK Vending Ltd and its brands in writing of any defects found, the products/services will be deemed to have been accepted on delivery as received without fault and in good order and condition.
- 21.2. In the event UK Vending Ltd and its brands is notified, as above, of a defect, then UK Vending Ltd and its brands will review the circumstances of each claim individually and may in its absolute discretion decide to offer the customer a refund or replacement of goods.

22. Prices

- 22.1. While UK Vending Ltd and its brands tries to ensure that prices stated on our website are accurate, the prices stated on our website are indicative only and we are not responsible for errors in these prices. We will confirm the price when we send you confirmation of order or via the invoice or delivery note that accompanies the delivery of the goods or services when delivered or shipped or subsequent to delivery or shipment. All prices are exclusive of VAT. All prices are in British

Pounds Sterling (GBP) unless otherwise stated.

23. Good supplied and subject to rental or finance agreements

- 23.1. Goods supplied by us to you under a rental or lease or lease purchase or hire or credit, or finance agreement of any kind whatsoever are supplied subject solely to the prices and terms and conditions applicable to the agreement signed by the customer and to the exclusion of any other terms and conditions and ALL WARRANTIES, REPRESENTATIONS, CONDITIONS AND GUARANTEES, WHETHER EXPRESS OR IMPLIED BY STATUTE, COMMON LAW OR OTHERWISE RELATING TO INFORMATION ON THIS WEBSITE ARE EXCLUDED TO THE MAXIMUM EXTENT PERMITTED BY LAW.

24. Personal Information

- 24.1. For the purpose of fulfilling any contract you have entered into with UK Vending Ltd and its brands we may be required to disclose some or all of your personal information supplied to us to contracted third party suppliers (i.e. credit specialists, legal professionals, carriers) where this is necessary to fulfil our contractual obligations to you.
- 24.1.1. All third party suppliers are legally forbidden from using your personal information for any other reason than fulfilling our contractual obligations to you.
- 24.1.2. By purchasing a service from UK Vending Ltd and its brands you thereby consent to your personal information being passed to third party suppliers where necessary.

25. General

- 25.1. These terms and conditions constitute the entire agreement between you and UK Vending Ltd and its brands relating to the use of www.ukvending.co.uk website alternatively known as UK Vending Ltd and its brands.
- 25.2. If any provision in these terms and conditions is deemed to be illegal or unenforceable, the remaining provisions of these terms and conditions will remain in full force and effect.
- 25.3. UK Vending Ltd and its brands will not be liable for any failure or delay in performing its obligations due to circumstances beyond its reasonable control.**

26. Our Commitment

- 26.1. We are committed to protecting the privacy of all personal information which we obtain from you during your visits to our website. We will only use your personal information in accordance with our privacy policy – a link to which is displayed at the foot of each page of our websites and is available for download. A printed copy of our Privacy Policy will be sent to you upon request.
- 26.2. We employ appropriate technical security measures to protect your personal information. Information storage is on secure computers and information is encrypted wherever possible, and: you are assigned a User Name and Customer Security Codes when you apply and then use these codes to access your account all messages between us travel in a secure messaging environment we monitor and review transactions to identify potentially fraudulent behaviour we review our security arrangements constantly. Please make sure you keep your customer security codes confidential.

How do we use your personal information?

27. Accuracy

- 27.1. You consent to UK Vending Ltd and its brands using your personal information in the following ways:
- 27.1.1. To provide information about you to credit reference agencies to carry out credit assessment. Information held by credit reference agencies is available to other businesses to cross check to prevent fraud and money laundering, trace debtors and assess credit applications.
- 27.1.2. We will only use your personal information in the manner you have consented to above. In particular, we will not sell, rent or trade your personal information to others.
- 27.1.3. When you are a customer: our system records what you do on-line, including the transactions you conduct. This enables us to process and confirm your transactions and to provide automatic on-line reports.
- 27.1.4. When you send us an e-mail: we keep your e-mail address, the content of the e-mail and our response to it so that we can handle any follow-up questions you may have and measure our effectiveness.
- 27.2. If you ever have any questions about the accuracy of your personal information at UK Vending Ltd and its brands, please call us on 01634 304444 so that we can investigate your query. Please try to keep your information as up to date as possible. Doing so will help us to help you get the maximum benefit from www.ukvending.co.uk. In particular, please make sure that you inform us of any changes to your e-mail address as this is the most important way for us to contact you.

28. Updating your information

28.1. Privacy

28.1.1. You may inform us at any time that your personal details have changed by e-mailing us at accounts@ukvending.co.uk. We will change your personal details in accordance with your instructions.

28.1.2. The privacy of UK Vending Ltd and its brands customers is very important to us. We hope the way in which we gather and use your personal information addresses and respects any concerns you may have. We will only use the personal information we gather in the normal course of our business to provide the products and services you have requested, to identify you when you contact us to determine if we can offer you a better service or more relevant products, to send you e-mail updates of service changes which are important to you or we feel may be of interest to you, for credit assessment, to review the conduct of and to administer/operate your ukvending.co.uk account

29. We will disclose your personal information only to:

29.1. Our agents and sub-contractors to administer and operate your account or to conduct our business any person to whom we transfer our rights or obligations under this agreement for debt tracing or fraud prevention to help desk advisers or their equivalent if required or compelled to do so by law

29.2. Please note; as a result of using www.ukvending.co.uk services over the Internet, your information may transmit to, from and/or through any country, irrespective of the levels of data protection provided in those countries. This is the very nature of and is intrinsic to the internet and its use. You give your consent to any such transfers when you open a www.ukvending.co.uk account.

