

PDR WORLD

Terms and condition

About Us PDRWorld is completely dedicated to your total satisfaction. If you have any suggestions or comments please email us at sales@pdrworld.co.uk

Our Contact details:

PDRWorld

PDRWorld Showroom, 104 London Road (A34), Newcastle-u-Lyme, Staffordshire. ST5 1LZ. England

Phone:+ 44 (0) 1782 711141

Opening times: Mon - Fri 10am until 5.30pm. sat: 10am until 2pm.

Email:sales@pdrworld.co.uk

All orders accepted (either via the internet, telephone, fax or shop counter) are subject to PDRWorld's terms and conditions, a summary of which is listed below. For a full list of PDRWorld's terms and conditions please contact us on the details above. All manufacturers names, reference numbers, images and symbols are used for reference purposes only.

PDRWorld is the trading name of PDR Communications limited. Registered office 29 King Street Newcastle-under-Lyme ST5 1ER. Company Reg. Number 2821567 Registered in England

Making A Purchase

Although we make every effort to keep www.pdrworld.co.uk accurate and up to date, we cannot be held responsible for any human errors or software faults. If you feel that we have made an error or that a products pricing is unusually different, please call PDR first for confirmation.

We reserve the right to change the price or information this webpage without prior notice.

Some unlocking services (or attempted unlock) may invalidate the product's warranty or could damage your device. If you are unsure how this will affect your product please enquire before ordering this service.

If you order any product or service which has been incorrectly marketed or priced, we will contact you and give you the option to cancel your order or purchase the goods at the correct price or specification.

All orders taken are placed on a subject to availability basis and as such in extreme circumstances may be unavailable. If this should happen, PDR will attempt to notify you within 1 working day whereby you may cancel your order or await delivery of your goods.

We reserve the right to decline any order for any reason.

All products or services remain the property of PDR Communications Limited and as such until funds are cleared the purchaser will store the product or service until such funds have cleared. In the event of none payment on any product or service (including but not limited to in car installations) you will grant PDR Communications Limited and/or it's representatives legal access to remove or un install any product or service at a time suitable to PDR Communications Limited at your expense.

Although PDRWorld makes every effort to conscientiously repair / unlock or assess every mobile device with success, sometimes circumstances maybe beyond our control due to the existing damage or the way the unlocking software interacts with the device. For this reason PDRWorld cannot be held responsible for any loss or damage to data of any kind. Furthermore PDRWorld cannot be held responsible for any loss (including but not limited to theft, accidental or other), damage (physical or otherwise) to mobile phones or devices, sim cards or memory cards. Any time periods mentioned for repairs, unlocking or any other procedures are estimates and we will aim to complete all work within the time frame given. However these time estimates are subject to change through software interaction, breakdown, work load or other circumstances out of our control. PDRWorld may, at its discretion, allow you to use a loan handset while your phone is being repaired. A deposit may be requested and held until the loan phone is returned in good working order. Should the loan handset be damaged in anyway whilst in your possession, you will be liable for the repair / replacement of the handset which ever is the most economical. The loan phone will remain the property of PDRWorld at all times. The loan handset will be loaned on a time basis and this may not cover the total repair time for your original handset and as such PDRWorld can request the return of the loan handset at any time and for any reason. Continued unauthorised use of the loan handset may incur a rental charge of a minimum of £5 per week.

When booking your handset in for repair or unlocking you may be issued a booking in ticket with a specific reference to your phone on the form. This ticket is proof of ownership and proof of a contract agreed between PDRWorld and yourself. This will be required to both find your device and retrieve your device. Please do not lose this ticket.

Any handset left longer then 8 weeks from the booking in day will be quarantined and allocated to be recycled or re-sold to recover any costs incurred by PDRWorld as per Section 12 of the Torts (interference with goods) Act 1977. No further notice will be given.

Shipping And Handling Delivery costs within the UK are included in the prices shown. For all other destinations please call or email first to confirm shipping costs. Claims for pilferage and damage must be made within 48 hours of receipt of goods and be reported to both PDRWorld and the carrier.

Delivery Schedule We aim to despatch your order right away.

The majority of orders will be sent by Royal Mail and be received by UK customers in 2 - 3 working days.

PDR reserves the right to use a courier at its own discretion.

All deliveries will require a signature upon receipt.

Although PDR makes every effort to deliver your order on time, we cannot be held responsible for delays outside of our control including postal or courier services.

If your goods fail to arrive within 28 days of despatch, PDR will offer you the option of either a full refund or a replacement to be despatched immediately.

Back Orders If your item is not in stock, we will back order the product for you. You will always be emailed with the option to cancel your order if you would rather not wait.

Tax Charges For orders made and delivered in the UK 17.5% VAT is included. All other orders are VAT free and you should click the exempt button to reduce VAT to zero .

Credit Card Security

PDR makes every effort to keep the details of your order and payment secure, but we cannot, (unless negligent) be held liable for any losses or inconvenience caused as a result of unauthorised access to information provided by you.

Guarantee We try our best to guarantee your satisfaction. If for any reason you are not satisfied with your purchase, our service to you or any other aspect of PDRWorld please call, email or fax us on the details listed below in "reaching us" and we will be happy to try and resolve the situation.

Any item sold as new will have a 12 month warranty direct with the manufacturer unless otherwise stated.

Any used product will carry a minimum of 30 days warranty (unless otherwise stated)

Any LCD replacement will carry 30 days warranty. (unless otherwise stated)

Any battery purchased will carry a 6 month warranty. (unless otherwise stated)

Extended warranty periods may be offered or available for purchase. These warranties may be with PDR or a 3rd party; this will be made apparent at the point of sale.

Warranties offered will cover manufacturer defects or component failure. These do not include liquid damage, drop damage, scratches, neglect (whether wilful or accidental), modifications, unauthorised repairs and upgrades or if any warranty seals are broken, defaced or otherwise not intact.

PDR cannot be liable to you for any business or personal losses suffered as a result of the purchase of goods or services from PDR.

This includes, (but is not limited to), loss of data, income, profits, mobility, security, a products warranty or consequential loss. We do not exclude our liability for death or personal injury.

Reaching Us If you need to reach us, please email us on sales@pdrworld.co.uk , alternatively, you can call on + 44 (0) 1782 711141 or write to us at PDRWorld, PDRWorld Showroom, 104 London Road, Newcastle, Staffordshire. ST5 1LZ. UK

Privacy Policy PDRWorld does not disclose buyers' information to third parties.

We will not send spam mail, 3rd party market research nor opinion poll emails. We may, at most, either email, call or post (a maximum of 4 times per year) advice of new products, departments or developments that may affect you directly involving UK law and your product interests or PDRWorld services. Our aim is always to offer the best products and services at all times and to help us to achieve this goal we need to reserve the right to change the above policies at any time.

Returns Policy Most returns are deemed necessary due to new or unfamiliar menus or operating systems being deemed to be faulty. It's always worth calling one of our support team members to assist you with your new purchase and confirm the fault before returning the product. Noteable exclusions to this are contract upgrades, connections and all software.

Please note that manufacturers warranties do not cover as standard liquid damage, drop damage, scratches, neglect (whether wilful or accidental) unauthorised modifications, repairs, upgrades or warranty seals missing broken or defaced and therefore any product returned with any of the above complaints or conditions prevailing will not be refunded. Some items will be subject to (at our discretion) a 20% re-stocking fee if purchased in store. Return postage is non refundable.

General

All of the above policies are part of our commitment to you and PDRWorld's continuing goal to offer the best low cost solutions incorporating the highest level of customer service. They do not affect your statutory rights as a consumer.

The laws of England and Wales govern all terms and conditions and as such any disputes will be decided only by the courts of England and Wales.

Remittance Terms All goods remain the property of PDR Communications Limited. In the event of being given credit terms and not paying within the agreed period interest will be charged daily at 4% above LloydsTSB standard interest rate.