

## **Standard Terms and Conditions of Business**

### **General**

The following are terms and conditions for the sale of goods and services that will govern any business R2R Limited enter into with you. These terms and conditions tell you your rights and obligations we have. Please read these terms and conditions carefully. You may have other rights granted by law and these terms and conditions do not affect those and do not affect your statutory rights as a consumer.

### **Contact Details:**

R2R Limited, is a company registered in England our company number is 4003308.  
We also trade as R2R Computer Services.  
You can telephone us on 01444 414231 or email [services@r2r.ltd.uk](mailto:services@r2r.ltd.uk)

### **Purchasing Services:**

R2R Computer Services offer professional computer services. The majority of our work is carried out at your premises on occasion we may need to take computer equipment away from your premises for repairs or other work to be carried out. You will be informed as soon as this becomes necessary.

We aim to carry out all work as quickly as is reasonably possible to your satisfaction.

We will inform you when the work is complete and expect all work plus any hardware components or software used to be paid for the same day, unless we inform you otherwise.

We charge on a hourly basis, at any time within the first hour you may, at your discretion, ask us to cease work, you will be charged for one hours work at that point. After we have completed one hour if further work needs to be done you will be charged our normal hourly rate on a pro-rata basis at fifteen-minute increments.

Computer data will always remain the responsibility of the client. Our aim is always to safeguard data however data loss or data corruption cannot be fully guaranteed. You may be asked to sign a disclaimer to show that you understand and agree to this before any data transfer is carried out.

We give technical support advice over the telephone or by email only when this forms part of an ongoing support or installation visit or part of a written agreement with us.

### **Purchasing Goods:**

To purchase good from us you must be over 18 years of age and resident in the United Kingdom, we can only supply goods to the United Kingdom.

All goods supplied remain the property of R2R Limited until payment has been received in full.

We are not obliged to supply goods to you until we have confirmed acceptance of an order and this is when a contract is made. If the goods we have agreed to supply you are not available to purchase we reserve the right to supply suitable alternatives and will inform you of any price difference prior to delivery.

Orders over £100 sterling are subject to a deposit of 50%.

### **Payments:**

Payments made by cheque must be accompanied by a cheque guarantee card and made payable to R2R Limited. Cash payments are also accepted. We do not accept credit card payments at this time.