

TERMS & CONDITIONS

General

Thank you for visiting www.mobilephonesmore.com ("the Site"). The Site is subject to our Terms & Conditions ("the Terms"). Please read these Terms carefully before submitting your order from our Site as all users must read and fully understand the Terms set out below to ensure that they understand their access to and use of the Site. We recommend that you print and keep a copy of our Terms for future reference.

Privacy Policy

Prior to submitting any personal information on this Site, please read our Privacy Policy which form part of these Terms. You must review these Terms and the Privacy Policy in full before submitting any personal information to ensure and satisfy yourself that you fully understand the way your personal details will be used.

Amendments

We may vary these Terms and the Privacy Policy from time to time and you must not, therefore, assume that if we sell goods to you on more than one occasion that these Terms will be the same for each sale. You should, therefore, check and review these terms each time you use the Site and each time you place an order to ensure you are aware of any changes that we have made from time to time.

Acceptance

Please note that by using our Site and submitting your order, you are accepting the practices described herein and you agree to be bound by these Terms in their entirety and without any limitation or qualification by using the Site and/or by placing an order on the Site.

If you do not agree to our terms, then we will be unable to accept and progress your order. Any terms and conditions referred to in any order by you, anywhere else at any time shall have no effect.

We have the right to refuse the supply of goods ordered by you at our discretion.

Fraud Prevention

- Details of the IP address are noted at the point of purchase.
- Credit Card Fraud is considered a serious offence and legal proceedings will be undertaken if any transaction is deemed fraudulent.
- We reserve the right to decline any order we suspect to be fraudulent.
- If an order exceeds £250, we may require documentation to show proof of name and address. These can be returned by email, fax or post prior to the dispatch of the order; we will e-mail you if this is the case.
- Occasionally the decision will be made not to process an order if further security information has been requested and not obtained. The order will not be processed, and no payment will be debited from the card used to make the purchase. You will be contacted to be informed of the issue and to attempt repayment.

Pricing

Prices are displayed in British Pounds Sterling (GBP), VAT is included but shipping fees are excluded.

The prices shown are subject to adjustments at any time as our prices constantly change.

All prices reflect the condition of the product.

In-store Price and Online

Our online prices do not reflect our store prices. Therefore, prices seen on our website apply solely to the website - with the same principle applying to the store.

VAT

VAT is included with all sales concluded with residents of the European Union. Outside the European, Union sales are VAT exempt.

Accuracy of Information

We make no warranty or representation or assurance that any descriptions, texts, contents or other details on the Site are comprehensive and accurate. We will, however, use our reasonable endeavours to provide up to date information regarding the products, price, images on the Site so far as is reasonably practicable but we shall not be held responsible for any errors in this regard.

Condition of Our Devices

All our devices are assessed, to indicate the condition and quality of the model. All batteries are covered by a 3-month warranty as standard.

Brand New

Brand New – devices are as the term implies brand new, unused, sealed, unopened and undamaged and will be in the original packaging. New devices will come with a 24-month warranty as stipulated by the manufacturer.

Refurbished Devices

Our refurbished devices come in various conditions and these conditions are described as :

- Grade A – A device described as Pristine shall mean the device:
 - o is used but in excellent condition and is just like new.
 - o shows no signs of use.
 - o has been fully tested - we carry out up to 70 automated tests to ensure your device is fully functional prior to dispatch.
 - o has been completely sanitised of all previous user data.
 - o packaging may or may not be the original genuine manufacturer packaging.

o will come with our 6 month warranty.
o is as good as it gets to new when purchasing a refurbished device.

- Grade B – A device described as ‘Very Good’ shall mean the device:

- o is used but in good condition.

- o shows signs of light regular day to day use.

- o there may be minor scratches, scuffs or imperfections on the device but will not have any cracks/dents.

- o has been fully tested - we carry out up to 70 automated tests to ensure your device is fully functional prior to dispatch.

- o has been completely sanitised of all previous user data.

- o packaging may or may not be the original genuine manufacturer packaging.

- o will come with our 6 month warranty.

- o will have been very well looked after by its previous owner.

- Grade C – A device described as ‘Good’ shall mean the device:

- o is used and in average condition.

- o shows signs of average use.

- o may have scratches, scuffs, imperfections but will not have cracks/dents on the device.

- o has been fully tested - we carry out up to 70 automated tests to ensure your device is fully functional prior to dispatch.

- o has been completely sanitised of all previous user data.

- o packaging may or may not be the original genuine manufacturer packaging.

- o will come with our 6 month warranty.

- o is ideal for someone who wants good value for money and is not looking for the ‘perfect looking’ device.

Unlocking Devices

A selection of devices provided by us has been unlocked. A list is always provided in the device’s specification with details of what network the device is compatible with. Unlocking a locked device, yourself or by another provider would be done at your own risk, is not our responsibility and will invalidate your warranty.

Availability

While stocks last, our items are available, and our prices are applicable if they are featured on our website.

Orders

Placing an order

Placing an order through the Site requires you to complete an online registration form including personal/payment details. You must thoroughly read the information entered before validating your order. We are neither responsible for sending e-mails to the wrong e-mail address nor for sending parcels to the wrong delivery address, should the form have been incorrectly completed.

Order Confirmation

An automated order confirmation e-mail will be sent to you provided that the e-mail address does not contain any errors.

Order Cancellation

If an order has been placed through the Site and you then decide you do not want the product the order can be cancelled via email details of which can be found on our **Contacts Page** prior to the order being processed.

If the order has already been processed or dispatched, you will need to wait until the item has been received and then complete the return process.

Dispatch of Order

When you order through the Site, providing the e-mail address is correct, you will receive an automatic 'dispatch' information e-mail.

Payment

All payments through this website are taken in British Pounds Sterling (GBP). Other currencies are shown for reference purposes only and payments made in these currencies do not include any international conversion fees that may be applied by your bank.

Should you pay by credit card, your card will be charged once the order is complete.

Payment methods are as follows:

- Mastercard
- Visa
- Delta
- Switch
- Solo
- Maestro
- PayPal
- Apple Pay

Invoices and Receipts

The order information form filled out online by you shall be deemed to be your invoice.

The confirmation notification via e-mail of goods ordered shall be deemed to be your receipt.

Delivery

Before you finalise your order, you will be given various delivery options to choose from with estimated delivery time and dates depending on the delivery address.

Your goods will be delivered usually within 3-5 working days but express delivery is also available whereby at an additional cost we will dispatch your item on the same day provided your order is received before 3 pm on a working day so that you receive it the next working day.

We work very hard to try to meet all delivery times but sometimes there may be delays – e.g. because of postal/carrier delays, logistics or bad weather. We will keep you updated as much as we can and you should be able to track your parcel's progress as we will send you tracking information to your email address to allow you to track your parcel..

All deliveries are made within working hours.

All deliveries can only be sent to the credit/debit card holder's address.

If you are absent on the delivery day you may find a card to advise you that the courier has attempted to deliver your goods. You will need to call the carrier in order to arrange a new delivery date. If you do not have a note, then it is your responsibility to track your order on the carrier's website in order to receive information on it as soon as possible.

Your goods shall be deemed to be delivered upon delivery to the address specified in your invoice.

The delivery date is approximate only and time for delivery shall not be of the essence.

Your goods may be delivered in advance of the delivery date.

Only reasonable attempts to deliver your goods by the delivery date will be made and if we fail to deliver your goods on the delivery date for whatever reason then we shall have no liability in respect of any such late delivery or non-delivery of goods.

Undelivered/Lost items

For us to officially declare a parcel lost, you have ten business days to declare the loss of a parcel starting from the date you received the dispatch confirmation e-mail.

If the parcel was declared as lost within the above-mentioned time, we will attend to making a claim with the deliverer. We may eventually require additional documents from you to complete the claim process. In this situation, you will then need to send the information as soon as possible.

Receipt of your goods

When the items are delivered to you, the carrier will require a signature from you as an acknowledgement of receipt.

You must check the parcel upon its arrival. If a parcel arrives damaged, your reservations must be written on the delivery note in the presence of the carrier.

Should no reservations be mentioned, the parcel is considered as delivered in good condition and no subsequent claims or complaints will be accepted by us.

Returns

Our cancellation procedure is simple - return unwanted goods, unused within 10 days for a full refund (from date of purchase). In the unlikely event of your item being faulty upon receipt, we will cover the cost of shipping the item back to us. However, should you wish to return an unwanted item, we will not cover the cost of the postage fee incurred to return the goods to us and you will need to arrange for the return at your own cost and you must obtain proof of posting. We recommend using a Recorded or Special Delivery service to ensure that the cost of the goods you are returning is covered in the event of postal loss or damages in transit.

All warranties are void if the returned goods are found to be damaged, scratched, modified or altered in any way. Refunds will be given at our discretion in such circumstances and should we accept any such return then we will charge a restocking fee representing 15% of the original purchase price.

Returns Procedure

Packaging a Return

You must ensure that the goods are sufficiently packaged so as not to cause any damage in transit. You must, therefore, wrap the goods with a suitable shockproof material. There must be a sufficient amount of protection around the goods so that they do not touch the inner surfaces or move inside the box.

Receipt of Return

Once the parcel is received and accepted by us, and depending on the nature of the item, the available stock and your wishes, we will issue a replacement item or reimburse you with a full refund within 30 days.

Warranty

We offer a warranty from the date you make your purchase (please check your product to see the warranty on that device or accessory). We fully test each device when we receive stock and prior to shipping. We urge you to fully test your device upon receiving it and if you find a fault, you must report this within the warranty period. If a fault is found, we may choose to either replace or repair the device. Any faults found outside the warranty period will not be covered either by a replacement device or warranty repair. Please note that should your device develop a fault after the first 3 months (from date of purchase) then we may ask you to contact the manufacturer directly as this is often quicker for customers. Normal wear and tear and any accidental damage caused to your device including liquid damage/water ingress will not be covered under warranty and will be subject to additional repair costs or replacement device charges and return delivery charges. Any device received that has been sent back for a warranty repair or replacement and is subsequently found to have no fault will be subject to an additional fee of £30.00 including VAT and to a charge to return the device to you. We will also charge a minimum inspection fee of £30.00 including VAT if a quote for repair work has been given and subsequently

declined. The inspection fee includes insured return delivery of your device to any UK address. Extra shipping charges will apply if sending your device outside the UK.

All batteries have a warranty of 3 months.

Severance

If any provision of these Terms is held by any competent authority to be invalid or unenforceable in whole or in part the validity of the other provisions of these Terms and the remainder of the provisions in question shall not be affected thereby.

Customer complaints code of practice

We want to ensure all complaints are resolved swiftly and to your satisfaction. Our customer services team will ask for all the details of your complaint and consider all the points you raise.

When you call us; we will try to solve your issue while you are on the phone. If we aren't able to resolve the complaint while you are on the phone, we will let you know how long we expect a resolution to take, and inform you when and how we intend to keep you updated.

If you write to us; On receipt, we will inform you that have received your complaint. We will review your complaint thoroughly, considering the points raised in your communication and any details we have on record. We will usually respond via email however if we cannot call or write.

How long to resolve: We want to get back to you as soon as possible and aim to respond to a resolution within 10 working days. Depending on the nature of the complaint if we have not found a resolution within this timeframe, we will contact you to keep you updated.

If, for any reason, you are not fully satisfied with our response, please let us know and tell us your reasons. We will review your complaint, and our response, and escalate it within the company.

Write to:

Mobile Phones n More
173 Watling Street
Towcester
Northants
NN12 6BX

Email us here: Admin@mobilephonesnmore.com

Call us: 03333661275

Copyright

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Terms either as a whole or any part or parts thereof or any of the information or content on this Site. You acknowledge our status as the owner of the Site and all information and content within it.

Governing Law & Jurisdiction

The Contract shall be governed by the laws of England and Wales and the parties agree to submit to the exclusive jurisdiction of the English and Welsh courts.