

Terms & Conditions

HQ Tech TERMS & CONDITIONS

Here at HQ Tech, we believe in bringing you the latest technology before anybody else, the products we sell are tailored to make your life easier, more entertained and more organized, most importantly, we will make sure have the technology in your hands first.

HQ Tech has been leading consumer electronics for over a decade, providing customers with the latest audio and visual equipment, cutting edge computing technology, the best entertainment devices on the market, high and low-end mobile phones and practically anything that will enrich your everyday activities.

We believe in honest customer service and efficient purchase and delivery processes; we aim to ensure that in choosing HQ Tech you will receive the best possible all round purchase experience and on the occasions that something may go wrong we feel our support and experience will be sufficient to resolve even the biggest of issues with minimal inconvenience.

Choosing HQ Tech for your technology needs will be a choice that you will not regret.

Our Details

HQ Tech is owned and operated by TrueBlue eCommerce LTD VAT Registration

#:IE3369770QH

Postal Address

HQ Tech

Unit 10

Crawford Business Park

BISHOP ST

Cork

Tel: 021 2067779(Local Rate) 9am - 5.00pm GMT

Email us via our contact us form on our website

HQ Tech will deal with your inquiries most effectively by email. This allows HQ Tech to document all correspondence and should be your first point of contact.

The HQ Tech customer care team operates 5 days a week (Mon-Friday) from 9 am - 5 pm GMT

email: [Click On our website](#)

The following information is an agreement applicable to all customers of HQ Tech.ie between those who obtain services and products sold upon [www.HQ Tech.ie](#) and TRUEBLUE ECOMMERCE LTD (HQ Tech.ie). Terms and Conditions will be applicable to all whom visit [www.HQ Tech.ie](#) and/or make a valid purchase upon the website or by phone. Your information will be stored and used in an appropriate manner in accordance with the Data Protection Act 1998.

To view our Privacy Policy please visit our website.

1. HQ Tech CONTRACT OF SALE

The Contract of Sale is formed between HQ Tech and You(The Customer) upon completing and submitting the electronic order form through our website or any orders placed on the phone, you will be agreeing to the following Terms and Conditions and are making an offer to purchase goods from TRUEBLUE ECOMMERCE Limited. Our acceptance to your offer will only be considered complete at the time we send the despatch confirmation e-mail or once an SMS

containing the same information is sent to you, on some occasions it may be the case that completion is when the goods you ordered are despatched, whichever scenario happens first. If for any reason your order is rejected before we accept your offer and payment has been taken, a full refund will be made immediately. Any goods upon the same order which we have not confirmed in the despatch confirmation e-mail or SMS that have not been despatched to you do not form part of the binding contract between you and TRUEBLUE ECOMMERCE Limited.

1.1 Age Related Sales

All orders placed by those under 18 years of age must be with the consent of a parent or carer with any subsequent information given by the child to be done so with the consent of a parent or carer. We also require the card holder to be available in order to give information in cases where an individual under 18 years of age is placing an order. The Contract of Sale is only upheld providing the aforementioned terms are upheld.

1.2 Unauthorised Sales

HQ Tech will endeavour to process all orders efficiently and effectively, should we believe an order has been placed without the cardholder/account holders permission then the order will be temporarily held pending clarification of this information – see point 2.1 for further information. In the event an order is confirmed fraudulent the payment provider will be contacted and the contract of sale voided.

2. PLACING AN ORDER WITH HQ Tech – PURCHASE FULFILMENT

All sales will be commenced directly through the HQ Tech.ie website, this site is the only valid location where authorised sales by HQ Tech will be commenced and the goods and services provided by HQ Tech will be shown only upon this website.

2.0.1 HQ Tech.ie will advertise products on the aforementioned web page; products will contain an accurate description of the goods being sold as per the manufacturers standard specifications; HQ Tech will not be accountable for human error in relation to product information but will ensure that any problems caused as a result of this will be corrected and that the customer is duly refunded if payment has already been taken. Product images are for illustrative purposes only and may differ from the actual Product you receive.

2.0.2 All products will have a clear and concise indication of stock, HQ Tech reserve the right to alter this stock information at any point during the order process; Customers would be contacted should this have an effect upon their order.

2.0.3 By placing an order with HQ Tech you are indicating that you have read and agreed to the websites terms and conditions and have the capacity and authorisation to make said order.

2.0.4 All customers of HQ Tech will be required to make an account in order to proceed with a purchase of goods from our website.

2.0.5 All orders placed will be subject to the current rate of IRELAND VAT unless the following is applicable –

- Your order is being delivered outside of the EU Zone or where IRELAND VAT is not applicable by law.
- You have supplied us with a valid and verified VAT number during the order process and are having the item delivered within the EU Zone but outside of the IRELAND.

- You have a valid reason to be exempt from VAT and in this situation relevant documentation will be required and the purchase will have to adhere to Government legislation i.e. VAT Relief for Disabled people, Overseas British forces (BFPO Addresses)
All our refurbished mobile phones are sold in subject to section 50A of the VAT Act 1994 and the VAT (Special Provisions) order 1995. A VAT Margin scheme applies, you can read more about it on our site.

Should the Customer pay by credit/debit card or use checkout by Amazon (CBA), his/her card will not be charged until the goods are shipped. Should the order be partly shipped, the value of the goods shipped will be charged.

Payments made using the PayPal payment method will be charged in full & immediately, regardless of whether the order is fully or partly fulfilled upon the initial delivery.

2.1 Order Security

If you would like to have your item delivered to an address which is not registered to the credit/debit card our security team will contact you. In some cases, we will require further security information and identification to be provided by the customer who will need to email the required information to our security team.

HQ Tech will at times request further information* to validate a purchase, this information will be assessed by our expert security team and then destroyed.

HQ Tech is governed by its own discretion and HQ Tech reserves the right to decline an order at any point during the order process.

*Further information will be defined by each individual order and may vary – HQ Tech will require at times a form of ID to validate customer address and payment details, at times HQ Tech will require the customer to contact their payment issuer for further information.

2.2 Payment Methods

HQ Tech currently accepts a wide range of payment methods, each payment method will be subject to the same order security checks and HQ Tech will withhold the right to take full payment for the goods ordered at any point during the order process.

The available payment methods are as follows:

- Debit Card/ Credit Card (Visa, Visa Debit, Visa Electron, Maestro, MasterCard)
- PayPal payments will be processed in Sterling GBP (£) and the applicable conversation rate is required to be paid by the customer.
- Cheques – Full payment is required to clear prior to goods being dispatched
- Bank transfer – Full payment will be required before an order is dispatched – all customers are required to cover and charges made by both the sending and the receiving bank.

3. DELIVERY

HQ Tech will always strive to meet your delivery requirements; we use a wide range of respected courier services and can delivery to most locations without any problems.

The courier services we use are as follows –

- DPD – We use this service for both IRELAND and EU deliveries – Full tracking is available and for IRELAND deliveries an *SMS along with an email with tracking is always supplied.
- Royal Mail – We use Royal Mail services for both IRELAND shipments and International Packages. This service can be selected by international customers whilst it is also our preferred

service for deliveries to Northern Ireland, the Channel Islands and low value IRELAND packages.

- FEDEX – This service is a priority international delivery option and can be chosen by customers who require packages to be delivered worldwide within 2-5 days.
- UPS - As per FedEx this is a similar service and provides International customers with a speedy priority delivery service.
- DHL – This is a budget priority mail service; it is a better value service compared to the FedEx/UPS delivery options but normally ensures international customers received packages within 3-5 days.

- Parcelforce –We use this service for international shipments to a number of countries. All delivery times are stated in working days and do note that in the case of delivery a working day is classed as any day other than weekends or public holidays.

Any purchase made upon a non-working will only be processed on the next available working day. For example. A next working day (The IRELAND only) delivery order placed on a Saturday would only be processed on the following Monday for delivery on Tuesday.

Please see the bottom of this page for all courier contact details

*A valid mobile phone number will need to be supplied for this facility

3.1 Delivery address

Items are sent to the stated delivery address provided by the customer on the online order form or over the phone by the customer.

Should the delivery address differ from the invoice address, the Customer is to provide both addresses when placing the order, both online and on the phone. The parcel will be shipped to the delivery address specifically indicated on the form.

3.2 Failed Delivery Attempts

In the event of a failed delivery, depending on the circumstances and the carrier's policy, the Customer may receive a note of passage i.e., "calling card" in his/her mailbox. If indeed the courier has left a note, the Customer will need to call the carrier in order to arrange a new delivery date, if the Customer does not contact the courier service the item will automatically be attempted delivery the following working day for up to and sometimes surpassing 2 delivery attempts with the exception of Royal Mail packages, these items will require collection after the initial delivery attempt. It also might occur that the Customer does not find a calling card in this case it is the Customer's responsibility to track his/her orders online with the provided tracking information upon the carrier's website, in order to view package status information and inform either the courier or HQ Tech customer services of any issues as soon as possible. Should the package not be re-attempted, collected or delivered to and/or by the customer the package will be returned to HQ Tech where a redelivery fee will be applicable.

3.3 Late Delivery

At times a parcel may not be delivered within the expected time allotment or stated delivery time frame given by the carrier and/or HQ Tech and the delay extends too long we would expect the Customer to contact HQ Tech in order to open an inquiry to establish the whereabouts of the parcel, i.e. the parcel may be lost/stolen/missing.

Please do note that in the case of delivery a working day is classed as any day other than weekends or public holidays.

3.4 Loss of the parcel

Should such a situation arise, HQ Tech is compelled to respect the time-frames set by the carriers in regard to declaring the loss of the package, processing a claim with the courier and then refunding the shipment or replacing the item for the customer. Hence, the Customer is also bound to the same time-frames:

In order for HQ Tech to officially declare a parcel lost, the Customer has 2 days to declare the loss of a parcel in the IRELAND or starting from the date he or she received the shipment confirmation e-mail. beyond this time period, no claim will be accepted. *Please note that for International shipments this will be extended in accordance with the courier service you select, we require notification within 2 days of the delivery estimation date.

Should the parcel be declared as lost within the above mentioned time, HQ Tech will attend to filing a claim with the carrier and may eventually ask the Customer for additional documents to complete the composition of the file's content. The Customer will then need to send the information as soon as possible.

The final response related to claims is given by the carrier within a one to three-week period. The nature of the response can be one of two types: either the parcel is found and then sent back to the Customer by standard procedure, or the parcel is declared as lost by the carrier and HQ Tech informs the Customer. In this case, and in accordance with the customer's wishes, HQ Tech can make a second shipment of the order or proceed by fully refunding the Customer for the total amount paid.

In the event of loss, HQ Tech will send the customer a (P101) Non-Receipt Declaration form, which will be used as part of the investigation process. This form will be a declaration of non-receipt and should further investigation and/or GPS data prove that the item has been delivered successfully to the correct location then this will be used as part of a legal case towards the recipient. This may or may not involve a police investigation and will not be limited to the purchaser of the goods but also the individual/individuals who signed/received the goods at the specified delivery location. Please contact our customer service team to enquire further about this form in the event of any lost goods. Timeframes for completion and replacement will vary on a case to case basis.

3.5 Receipt of parcel

When the items are delivered to the Customer, you will be asked to sign for the goods as an acknowledgment of receipt. If a parcel comes partly or totally damaged, the Customer's reservations must be written on the delivery note in the presence of the carrier.

Should no reservation be mentioned, the parcel is considered as delivered in good condition and no subsequent claims or complaints will be accepted by HQ Tech. Should the customer want to preserve recourse against the courier, he/she must put in a claim in writing to the courier within 3 days (public holidays excluded) following the day of delivery. This claim must be sent by registered letter with a form for acknowledgment of receipt.

Any unclaimed parcel that is returned to HQ Tech can be sent back to the Customer provided that they repay the delivery fees. Should there be any issues with the package relating to contents, missing or otherwise we would need to be notified within 48 hours of the time of delivery to ensure legitimacy of this claim, otherwise HQ Tech would be unable to take any further action?

3.6 Exports/Customs

The Customer should check with the local authorities of their country of residence about the entry conditions for the ordered items. It is the Customer's responsibility to make the necessary declaration(s) and/or payment(s) to the appropriate authorities and or officials in their respective country.

The Customer should inquire to local authorities on the legalities of importing or using the services and items ordered. Should the customer not accept or reject payment of import taxes or duties then a charge will be applied for the cost of the return delivery and the original delivery of the item, the charges will be removed from the customers refund upon return of the package. The Customer should make sure that the technical specifications detailed by the manufacturer respect the legislation of their respective country.

HQ Tech cannot be held liable if the Customer does not respect the legislation of the country in which the items will be introduced.

HQ Tech will ensure all documents that are required to be provided by HQ Tech i.e. FCC Forms will be inclusive with applicable parcels as standard.

4 HQ Tech REFUND AND EXCHANGE POLICY

We hope that you will be happy with any purchase you make from HQ Tech. However we understand that at times items may not be as expected and should you wish to return an item, you may do so within the timescales and conditions outlined below.

4.1 HQ Tech Distance Selling Regulations (Not Applicable for B2B Sales)

All online purchases are subject to distance selling regulations; this allows Customers to purchase an item from our website and then return the item should it not be required and/or not expected for full refund within 14 Calendar days of receipt. To enable this we require the item to be returned with a proof of purchase, in an resalable 'as new' condition and in accordance with the HQ Tech returns policy.

If you are returning a product, you must confirm your order number or supply proof of purchase.

If we are unable to verify your proof of purchase, we regret that we will be unable to issue a refund or exchange. Your statutory rights are unaffected.

If you choose to return an item, please do take care of it whilst it is in your possession. Please return your unused product; with the original packaging, accessories and manuals. Promotional bundles must be returned in their entirety in order for this to be refunded. See below for exclusions:

Distance Selling Regulations specifically excludes the following:

- Opened entertainment products (computer software, movies, music, video games, memory cards and USBs) as these will be deemed used;
- Products purchased with a subscription contract (unless purchased at distance, where you must inform us of your intent to return within 14 Calendar days)
- Mobile top-up cards;
- Items ordered especially for you (i.e. from the manufacturer)

- Any items that we have had to modify to fit in with your installation requirements (e.g. items that have had holes drilled through them).

In the event that the services are provided with your agreement prior to the end of this 14 Calendar day cancellation period, you lose your cancellation rights from the moment that the services are provided to you.

If you return a used item, we reserve the right to refuse a refund or reduce the amount of money refunded for goods returned which show evidence of use beyond the handling necessary to see whether the goods are as expected

For all goods purchased online and returned within 14 days we would expect all goods to be returned in a resaleable 'as new' condition and the goods must not have been used. This would require product seals, packaging and contents to be in-tact. We do understand that box seals would need to be broken to assess the item however we would request that due care and attention is taken not to damage the package when the seals are removed. The extent to which a customer can handle the goods is the same as it would be if you were assessing them in a shop.

When required, a cancellation can be made using the model cancellation/returns form within the 'Product Returns' Section of your HQ Tech account.

The Model Cancellation form may be accessed through your account, please just click login or my account at the top of every page, and then enter your e-mail address and password, then proceed to the returns section of your account.

A refund of all monies received, including the outbound delivery cost, within 14 days of cancellation of the services contract or within 14 days of receiving goods back will be processed as standard. If you are able to provide proof of return before you receive the goods back, you should receive a refund within 14 days of sending that proof.

In the case of unwanted goods, HQ Tech will not cover the cost of the postage fee incurred to return the goods to us.

HQ Tech currently offers a Free delivery service and this would be classed as our basic rate, please note that any difference in cost between this and your original chosen delivery fee will not be returned.

In the case of faulty goods or incorrect goods returned within 14 days, If you choose to have the goods delivered by more expensive means than the cheapest standard delivery option offered/available, you will not receive a refund of the full outbound delivery cost, but only the cost of the standard delivery option which could have been chosen.

RETURN DELIVERY FEES: If the Customer decides to return their parcel by their own means, the refund of the expenses will not exceed the minimum delivery charge required by a trusted parcel service to return the item to us. Any service used above and beyond the standard rate will not be covered under this policy. Proof of posting will be required. Please ensure HQ Tech Customer Services are consulted prior to any return fees being paid. All postage refunds must be agreed with the HQ Tech Customer Service Team, in writing, prior to return.

Where goods received are faulty or not fit for purpose or as described, customers will have different rights which are covered by the Return under warranty policies.

It is our responsibility to supply you with the goods that meet your consumer rights.

This Policy does not affect your legal rights.

4.2 SERVICE PLANS AND LOANS

Returns and exchanges on all subscription services are determined by the provider and other cancellations may apply. Any cancellation period will be set out in your agreement with us or the subscription provider, as applicable.

4.3 HOW TO RETURN OR EXCHANGE AN ITEM

Should you wish to return an item, please follow one of the methods below:

4.3.1 Contact Our Customer Service Team

The simplest way to arrange a return is to email our Customer Services Team -

4.3.2 Warranty Repair/Replace

This warranty does not apply to any defect in the goods arising from the below –

- Fair Wear & Tear
- Wilful Damage
- Accidental Damage
- Negligence by the Customer or any third party.
- Usage otherwise than as recommended by the Manufacturer
- Failure to follow the Manufacturer's instructions
- Any alteration or repair carried out without the Manufacturers approval.

This warranty or guarantee is in addition to your consumer rights.

All new products sold by HQ Tech will have at least a 1-year manufacturer warranty (unless otherwise stated) which is effective from the delivery date. The full details of the term and what is covered will be with the instruction book with your product or upon the manufacturers' website.

Refurbished Products

Will come with a 12 Month warranty with Batteries at 6 Month Warranty.

This warranty does not apply to any defect in the goods arising from the below –

- Fair Wear & Tear
- Wilful Damage
- Water Damage
- Accidental Damage
- Negligence by the Customer or any third party.
- Usage otherwise than as recommended by the Manufacturer
- Failure to follow the Manufacturer's instructions
- Any alteration or repair carried out without the HQ Tech's approval.

4.3.3 HQ Tech Fair Returns Policy

(Not Applicable for B2B Sales)

HQ Tech operates a fair returns policy, this allows customers who have a faulty item to have the item returned to us for repair, replacement or in some cases a refund. This policy does not affect nor incorporate the 14 Calendar day distance selling regulations policy.

A Customer whose device is faulty within the warranty period will have the right to have their item returned for repair; HQ Tech require customers to ensure their return is authorised by our customer service team, this will require the Customer sending an email to our Customer Services team to identify the reason for return and the required action, after 14 days the outcome of this return will then be at the discretion of the Customer service team. After the return has been agreed a returns reference will be provided and you will be advised on how to return the item to us, all shipping and returns information will be supplied by our Customer Services Team. Any returns that are sent to HQ Tech without the knowledge or authorisation of the customer services team may be rejected.

HQ Tech will not take responsibility for any returned items that were not requested by our returns team or purchased from HQ Tech, this includes SD cards/USB Cables/Cases etc... These items may be destroyed.

4.3.4 Returning Goods to HQ Tech after 14 Days (FAULTY)

Here at HQ Tech we are always sorry to hear of any problems that you may be having with your purchase. If a fault occurs within 14 days of purchase then a refund or exchange would be available, should your product become defective after 14 days then your product may be covered under the manufacturer's warranty period (Normally for a period of 12 months or more). In all cases where the product is returned to HQ Tech we would always need to assess and confirm the issue.

Should a fault occur within the warranty period (after 14 days) then it would be processed under the manufacturers limited warranty terms.

As your point of sale, HQ Tech would always be able to assist in a return to our premises and we will then deal directly with the manufacturer on your behalf.

Please be aware that items returned directly to us will experience a longer turnaround time than by contacting the manufacturer directly and that is why we would advise dealing with the manufacturer initially as you would have the problem resolved far quicker that way.

When you return your device, (if applicable) you'll need to ensure that it's unlocked and free of security software that might prevent us from being able to access it.

If the device is locked, disabled or out of warranty cover when you return it and we provide you with a replacement device, we may have to charge you the full cost of the device and / or not process a refund (if applicable):

When returning goods to HQ Tech you'll also need to supply:

- All the original parts

- Any accessories or free gifts

- Certificates, manuals, and warranty cards

- Packaging (Box, Internal Packaging etc...)

Once back with HQ Tech, providing this is within the warranty period and terms, the item will be forwarded to the Manufacturer for assessment and subject to the outcome of this a replacement (In some cases this may be a manufacturer refurbished item) or repaired item will be returned to the consumer.

All returned goods will be dealt with by HQ Tech Customer Services at their discretion and will be dealt with accordingly; HQ Tech will require all contents to be returned and to be in a good to

new condition in the event that a refund has been agreed by a member of HQ Tech Customer Services. This must always be agreed prior to return.

To contact our returns team, please just click login or my account at the top of every page, and then enter your e-mail address and password.

If the item has been returned to HQ Tech directly then a return would be rejected or subject to associated charges should the item show any signs of the following –

- Changes to the manufacturer standard settings
- Attempts to tamper with manufacturer fixings or seals or software.
- Any personal data upon the unit, removable or not.
- Seals upon software have been broken
- The device has non-standardised pin(unlock) code
- Manufacturer content (Software) has been removed/deleted
- The issues with the device are not covered by the manufacturers warranty

*HQ Tech will not take responsibility for lost data as a result of returning a device for replacement/repair or refund

If your return to the manufacturer does not conform to warranty standards and conditions this would be deemed outside of the manufacturers warranty. HQ Tech would then be unable to provide the remaining warranty on the product and a chargeable repair and assessment fee may be applicable by the manufacturer and/or HQ Tech for this and future repair work.

This policy does not affect your statutory rights.

4.3.5 Returning Goods to HQ Tech after 14 Days (NON-FAULTY)

Here at HQ Tech we want to be sure that you are happy with your purchase and whilst we do not ordinarily accept unwanted goods back after 14 days, we may be able to make exceptions in certain circumstances.

Contact us directly to discuss your return further. - contact@HQ Tech.ie

Please do note that in certain cases this will involve a fee being applied for this service

This policy does not affect your statutory rights.

4.3.6 RETURN CHARGES

In cases where your return is outside of the manufacturers warranty terms a charge may be applicable for the repair and/or the return of the Handset, these charges are variable and dependant on the individual manufacturer; the cost will be provided to the customer in a formal manner and will be required to be paid in order to have the faulty item repaired. Should the customer not wish to pay the repair fee there will be both an assessment fee, again determined by the manufacturer, as well as a returns cost; The returns cost will encompass both the cost for the manufacturer to return the item to HQ Tech as well as the value of HQ Tech shipping the item back to the customer.

Upon the provision of a quote for a faulty repair by the manufacturer, the customer will be bound by a 7 day rejection period, should the repair and cost not be agreed within 7 days of the repair quote HQ Tech will ensure the item is returned to the customer with the aforementioned charges being applicable.

Any repairs carried out on the item without the knowledge or authorisation of HQ Tech and the manufacturer will immediately void the warranty you hold upon the product.

In cases where items are returned and no fault is found there will be a charge for the assessment and the return of the non-faulty item, this charge will be at the discretion of our returns team.

DISPUTED CHARGES - Where due care has not been taken with the item and a repair fee is required, a charge may be applied based upon HQ Tech Customer Services and the manufacturers assessment. Should the customer disagree with this assessment then it may be possible to have an independent service centre assess your return. Should the outcome of this assessment be the same as the manufacturer then all associated charges will be forwarded to the customer. Refusal to make payment for these charges within 14 days may result in the manufacturer disposing of your item.

RETURN DELIVERY FEES: If the Customer decides to return their parcel by their own means, the refund of the expenses will not exceed the minimum delivery charge required by a trusted parcel service to return the item to us. Any service used above and beyond the standard rate will not be covered under this policy. Proof of posting will be required. Please ensure HQ Tech Customer Services are consulted prior to any return fees being paid. All postage refunds must be agreed with the HQ Tech Customer Service Team, in writing, prior to return.

4.4 INTERNATIONAL RETURNS

All HQ Tech goods are covered by manufacturer warranty. If in the unlikely event your goods develop a fault please contact your countries product support centre first. Please see the bottom of this page for all contact details. However if no support is offered then the goods must be returned to HQ Tech within the warranty period at the customers cost. We will cover the cost of returning the item to us only if the item is faulty upon receipt by the customer.

NOTE: If the Customer decides to return their parcel by their own means, the refund of the expenses will not exceed £7.99.

4.5 REFUNDS UPON RETURNED GOODS

(Not Applicable for B2B Sales)

When you return a product, we'll process your refund as quickly as possible and do our utmost to ensure this is within seven working days of when we receive and verify the item. When you return a product that you purchased using a credit card, the same card you used will be credited with the refund.

Should you wish to return an item, please follow one of the methods below:

CONTACTING OUR CUSTOMER SERVICES TEAM

The simplest way to arrange a return is to email our Customer Services team via the contact us form

4.6 RETURNING GOODS TO HQ Tech (DISCLAIMER)

When customers are sending goods to HQ Tech, liability of the package will remain with the customer up until the point of inspection, this is after delivery, we suggest all goods sent to HQ Tech are sent using a recorded and insured form of postage; Any loss physical/financial will not be covered by HQ Tech.

Items damaged in transit en route to HQ Tech will be the customer's responsibility and all claim requirements will be upon the Sender/Customer

4.7 HQ Tech RETURNS HELP

Here at HQ Tech we want to make your return process as quick and easy as possible. Please do enquire about using HQ Tech return services and we may be able to use the long established accounts we have with our postal carriers to help reduce the rate and cost of return. Very often, using the HQ Tech Royal Mail or DHL services, you will find that a considerable saving can be made upon your return costs.

Please note that this is not a free service but it will be a considerably cheaper option for your return. Please contact our customer service team to discuss this in further detail.

5 ADDITIONAL TERMS AND CONDITIONS TRADE/CORPORATE SALES/B2B Sales

B2B Sales Including Web sales (All Sales invoiced to a legitimate business or organisation or where the intended use is for business purposes)

B2b General Terms

All B2b Sales, unless agreed otherwise will not be covered by our general consumer terms, all terms should be agreed beforehand in writing, where this has not been agreed, no terms will apply and items may be rejected for return or repair.

We will accept the return of goods from you only by prior arrangement (confirmed in writing)

You may not cancel the order unless we agree in writing; If the order is cancelled (for any reason) you are then obliged to pay us for all stock (finished or unfinished) that we may then hold (or to which we are committed) for the order.

HQ Tech currently provide corporate credit accounts to a number of organisations from small businesses to Local Governments and Services. All accounts will have pre-arranged credit terms and the accounts creation will be subject to official credit checks and evaluation by our accounts team.

Should the HQ Tech accounts team decide to reject a purchase upon a pre-existing account or reject the creation of an account then this will be at the discretion of the accounts team. All terms of Sale will be agreed in writing with our accounts team prior to the order being finalised. Should an agreement be made orally then we would be unable to guarantee the terms are upheld. to enquire further about B2B arrangements please contact us on contact@HQ Tech.ie

5.1 Creation of an Account

In the event that an account is required we advise that all corporate customers contact our accounts team directly using the email –

The HQ Tech accounts team will then inform you of what action is required should it be possible to create an account for you. All corporate account holders will be in agreement with the HQ Tech terms and conditions when an account is created.

All accounts will be created upon the evaluation of the Clients details; this may involve a credit check being processed upon the approval of the Client.

5.2 Placing an Order with a Corporate Account

If you have a Credit Account with HQ Tech you will not be required to pay the full value of the order upon ordering but may pay for any Products ordered by you within 30 days of our invoice. In order to place an official order using a corporate account we will require an official Purchase Order to be sent to our accounts team via email or fax, receipt of this order will be acknowledged; should you receive no acknowledgement HQ Tech will not take responsibility for any delays caused as a result of the order not being fulfilled. All orders will only be processed

subject to stock availability and you will be informed prior to the acceptance notice of the stock situation.

5.3 Fulfilling an Order

HQ Tech will use your selected courier to fulfil any order, any dates given as a result of this delivery will be an approximation and may be subject to change; any problems with the received goods will need to be notified within 48 hours of receipt by the customer. Terms of return will be agreed prior to dispatch with our trade or account team and this will be given in writing, otherwise standard timeframes – 7 working days – will be applicable for unwanted goods. To enable the goods to be returned we require the goods to be kept and held in the same condition as receipt, should the item be damaged upon receipt we require this to be signed for as Unchecked and the damage to be reported immediately to our trade team.

Goods that are made to order, or may be specifically ordered to fulfil your order and are not part of our standard stock system will remove your right to cancel the order.

5.4 Returning Goods

All return agreements must be understood and agreed prior to raising a purchase order, otherwise you will be subject to our standard returns details – see point 4.3

Should items be in an unwarranted condition after return, HQ Tech reserves the right charge for the appropriate repair of the item or reject the return. All returns will be subject to authorisation by our accounts team and we would require the return to be sent back to HQ Tech using a recorded form of mail.

5.5 Payment of an Order

HQ Tech will require payment with the stated terms (usually 30 days) and payment will be made in full for the agreed amount. Ownership of the item(s) will remain with HQ Tech until full delivery and payment has been made, we reserve the right to reclaim the items should the payment not be made as required.

5.6 Refurbished Devices

All devices sold via HQ Tech.ie are refurbished meaning that they will contain OEM parts. Therefore parts including but not limited to the battery may be replaced with OEM versions. Refurbished devices may contain an IMEI or serial number which may not match the units color. Rear enclosures may also not match with the serial of the device. The device may contain third party parts including but not limited to the screen, battery, charging port, camera etc. By purchasing a refurbished device from us you are agreeing that the device may contain OEM parts as explained above.

5.7 Inability to Make Payment

HQ Tech understand that on some occasions payment may be made later than required, providing you contact and reach an agreement with the HQ Tech Accounts team this will be accepted, however should HQ Tech believe any of the following situations become applicable to the account holder (Company or Individual) then HQ Tech reserve the right to suspend or cancel current orders and/or deliveries or agreements between HQ Tech and the account holder.

- An application is made to court, or an order is made, for the appointment of an administrator or if a notice of intention to appoint an administrator is given or if an administrator is appointed.
- You are unable to make payment of your debts, or threaten to withhold payment of debts due or debts become due and/or are deemed unable to meet the requirements of your debts, this is in accordance with section 123 of the Insolvency Act 1986.
- In the event that your creditor(s) takes possession of your assets.
- You breach terms and agreements within our agreed contract.
- In the event negotiations are made to reach an agreement with creditors over withheld debt that may threaten your integrity to uphold you contract with HQ Tech.
- You are subject to an application or order for bankruptcy.
- Death, illness or incapacity that renders you or your company incapable of dealing with any aspect of this agreement.
- Suspension or intended suspension of services or actions that could result in the foreclosure of your dealings as a company or individual and may threaten your ability to make payment for purchased goods or services.
- Should HQ Tech have any reasonable doubt over your ability to meet the requirement and terms of this contract.
- In the event that any of the above scenarios be applicable HQ Tech would be appreciative should the client inform us directly of this to avoid any attempts by HQ Tech to legally reclaim the sums owed in order to settle any outstanding credit.
- For any detailed information surrounding account or trade enquiries please email our Accounts team upon – this will allow for clarification upon any issues surrounding corporate purchasing.

6 PROMOTIONAL/DISCOUNT CODES

- Promotional/Rebate codes are only valid online and need to be entered in the checkout process to obtain discount.
- Promotional Codes cannot be used in conjunction with any other promotional offers

7 JURISDICTION/LIABILITY

While we will use reasonable endeavours to verify the accuracy of any information we place on the Website or provide to You, We make no warranties, whether express or implied in relation to its accuracy.

Images: Product images are for illustrative purposes only and may differ from the actual product. We reserve the right to repossess any goods that have not been paid for in full and invoice You for any legal, delivery and restocking costs incurred. All trademarks published are the property of their respective companies. HQ Tech has the right to cancel orders where we deem the order to be fraudulent and also where delivery of products may not be fulfilled. In such cases a full refund will be issued.

This agreement is governed by English Law and You and we submit to the non-exclusive jurisdiction of the English courts.

Matters beyond our reasonable control

If we are unable to provide this Service because of something beyond our reasonable control such as technical failure, lightning, flood, or exceptionally severe weather, fire or explosion, civil

disorder, war, or military operations, natural or local emergency, anything done by government or other competent authority or industrial disputes of any kind (whether or not involving our employees), We will not be liable for this.

When User information is shared with HQ Tech or any of our Subsidiaries, we reserve the right to use your information to enable HQ Tech to obtain and/or provide supplementary information and services, this may be for a number of reasons, for example, but not limited to, Purchase Feedback, Revenue Protection and Assisting with Delivery. Your information will not be sold nor will it be used inappropriately. By using the HQ Tech website or any of our Subsidiaries you agree to this data sharing.

Should any of the terms and conditions be deemed to be unenforceable in a court of law then the relevant section shall be removed from the terms of sale and the integrity of the remaining terms will be upheld.

8. WEEE REGULATION:

The Waste Electrical and Electronic Equipment (WEEE) Directive is now IRELAND law. The legislation aims to make producers pay for the collection, treatment, and recovery of waste electrical equipment. The regulations also mean that suppliers of equipment like high street shops and internet retailers must allow consumers to return their waste equipment free of charge.

The amount of WEEE we throw away is increasing by around 5% each year, making it the fastest growing waste stream in the IRELAND.

Much of the IRELANDs WEEE ends up in a landfill, where the lead and other toxins it contains can cause soil and water contamination. This can have a harmful effect on natural habitat, wildlife and also human health.

Many electrical items that we throw away can be repaired or recycled. Recycling items helps to save our natural finite resources and also reduces the environmental and health risks associated with sending electrical goods to landfill.

Distributors of new Electric and Electronic Equipment (EEE) have a part to play in reducing the amount of WEEE going into landfill sites.

HQ Tech.ie is obliged under these regulations to offer our customers free take-back of their WEEE on a like-for-like basis when they buy a new Electrical or Electronic product from us.

For example, if a customer bought a new Handheld Computer from us we would accept their old Handheld Computer and prevent it going into a landfill site by disposing of it safely. Customers must return their WEEE item to us within 30 days of purchasing their new item.

Under the WEEE Regulations, all new electrical goods should now be marked with the crossed-out wheeled bin symbol shown below:

Goods are marked with this symbol to show that they were produced after 13th August 2005, and should be disposed of separately from normal household waste so that they can be recycled.

Battery Disposal

Under the Waste Battery Regulations HQ Tech are now offering a take back scheme for all portable waste batteries. You can return your waste batteries in person at TrueBlue eCommerce LTD 8-12 PreistGate BISHOP ST (Please do not post). Alternatively you can find your local waste portable battery recycling facility at www.recyclenow.co.Ireland

9. ALTERATIONS TO HQ Tech.IE

HQ Tech reserve the right to make any amendment's or changes to the terms & conditions of sale, the items represented on our website, policies or any aspect of our service. Customers will be subject to the terms of sale at the point of placing an order only and changes will only be applicable to Customers who purchase after any amendments have been made. Content shown on the HQ Tech website is done so with the permission of the creator and may not be copied or mirrored without the consent of HQ Tech.ie.

Should you have any comments in relation to issues on our website, with our terms and conditions, our service or just a general query then please do not hesitate to contact us.

Email: contact@HQ Tech.ie

Tel 021 2067779(Local Rate) 9am - 5.00pm GMT

10. Complaints

HQ Tech operate a fair complaints process and using the experience of our employees and the expertise of our Suppliers and/or Manufacturers we endeavour to resolve all complaints in a fair and prompt manner.

We seek guidance from Trading Standards and other supporting authorities when attempting to resolve any dispute.

Please contact us to raise your complaint via Email: or via post to the address below -

HQ Tech

Unit 10

Crawford Business Park

Bishop St

Cork