

MM PC Solutions

Terms and Conditions | Warranty Agreement

Quick links:

Warranty

Important Electrical Safety Notes

Terms and Conditions on Refurbished Products

Definitions:

MM PC Solutions = we or us.

Customer = you or your.

Consumer = any person who buys goods from us for purposes which are outside his trade, business or profession.

Goods = the computer hardware and software products sold by us to you including packaging, manuals and any other ancillary components or documents.

Conditions = means the terms and conditions of sale set out in this document and any special terms and conditions agreed in writing by us.

Our address: 9 Argyll Road, Grays, Essex RM17 5BS.

Our telephone number: 01375 381879.

Full contact details can be found here.

MM PC Solutions Warranty

Standard warranty only covers equipment purchased from MM PC Solutions.

Standard warranty on MM PC Solutions refurbished equipment is 6 months but can be extended up to a year (at an extra cost) from the date of purchase. This is a return to base warranty and the customer is responsible for the cost of return.

Standard warranty on new equipment is 1 year from date of purchase. The customer is responsible for cost of returning the goods to where the warranty is held.

Warranty covers 100% parts and labour up to the purchase price of the equipment. There is a 6 month mechanical warranty on used/refurbished laptops and other used/refurbished products unless otherwise stated. The warranty does not cover physical damage or misuse by the customer. No deductibles or hidden costs.

If repairs exceed the current value of the laptop, then a refund will be issued for the current value of the laptop.

Customer misuse or abuse, physical damage, acts of nature, and general maintenance are NOT covered.

MM PC Solutions are not responsible for any data that is lost due to failure of the product and recommend regular data back ups.

Batteries are NOT included in warranty. (A failed battery will need to be notified within 14 days from the date of receiving the laptop.)

IMPORTANT NOTE:

Please make sure your laptop is used on a hard flat surface so that air can circulate around the machine, to prevent over heating.

THE CUSTOMER IS RESPONSIBLE FOR THE RETURNING OF GOODS AND COST.

WE RECOMMEND THAT ALL SOFTWARE (including operating systems) SHOULD BE KEPT UPDATED.

For wireless/wifi related issues we recommend that you contact your internet service provider first as all our laptops are tested for wifi connectivity but may require additional configuration/setup to work correctly with your router or modem.

Important Electrical Safety Notes For Using Your Refurbished And Second Hand Laptops

Battery safety:

The most important rule: Switch off your laptop and unplug chargers when unattended for any length of time.

1. Make sure when your laptop is not on charge, or not in use, that it is turned off (not just left on standby) and only leave your chargers plugged in and switched on when you're actually charging or using your laptop. Lithium ion batteries which are used in laptops can fail after a period of time and may over heat, so do not leave your laptop charging unattended for too long.
2. When your laptop is unattended make sure the socket is switched off and ideally, your charger is unplugged. Laptops and chargers may get hot and cause the battery to overheat and in some cases catch fire.
3. We suggest that you regularly check that the laptop charger and battery is not getting hot and if so turn off at the wall plug and allow to cool down. This may be a sign that the battery and or charger needs replacing.
4. We strongly recommend replacing your battery at least every 12 months with the manufactures genuine replacement product from a good reliable laptop battery retailer.
5. Laptop manufactures may from time to time issue a battery recall on certain laptops so we strongly recommend periodically checking their website.

Please note MM PC Solutions do NOT warranty the laptop battery and therefore are not responsible for any harm or damage that may be caused from the failure of the battery.

Terms and Conditions for Buying a Refurbished Laptop or Desktop Computer.

The following terms and conditions apply to all transactions processed by MM PC Solutions. These conditions do not affect your statutory rights. These terms and conditions are subject to change without notice and supersede all previous editions.

Each order will be treated as an offer by you to purchase the goods subject to these conditions. You are deemed to accept the conditions when you place an order for goods with us. The order will not be processed until we have validated and confirmed your payment, confirmed that stocks are available and accepted your offer.

All goods remain the property of MM PC Solutions until paid in full.

Payment must be by cleared funds before dispatch of the goods. All major credit cards and debit cards accepted. We also accept PayPal and BACS. Please allow up to 7 working days for clearance of BACS and PayPal before despatch of your laptop or other goods.

All prices quoted are in UK pounds sterling. MM PC Solutions is not VAT registered. An invoice will be despatched along with your order.

All information supplied is subject to no errors or omissions being found when processing the order. Any such errors or omissions will be notified and discussed with the customer prior to accepting the order. Should the price of the laptop or other goods be wrongly quoted on the website we reserve the right not to fulfil the order. We will use our best endeavours to avoid such errors.

7 day no quibble money back if not satisfied with the laptop or other goods. Delivery costs will not be refunded. Goods may not be returned after 7 days unless under our warranty terms. Please see Warranty section for full information.

We will provide a full refund if the product is found to be unsuitable within 7 working days following delivery. Full refund (excluding delivery cost) will only be made if the goods are returned in exactly the same state as despatched.

6 months mechanical warranty on used laptops and other used products. The warranty does not cover physical damage or misuse by the customer. MM PC Solutions are not responsible for any data that is lost due to failure of the product and recommend regular data back ups. The customer is responsible for cost of returning goods.

New products carry the manufacturer's stated warranty. Usually 12 months but can be up to 3 years.

Warranty is void if there is physical damage to the unit.

Orders will be confirmed prior to dispatch.

Laptops or other goods will be dispatched by courier and the customer will be notified of the date sent, usually within two days of receipt of cleared funds. Any delay will be notified to the customer at the time of taking the order. Delivery of goods shall be made to UK mainland addresses only and must be signed for. The address will be the one registered with your card issuer, unless you request otherwise and we agree to such a request (at our sole discretion).

MM PC Solutions must be notified within 48 hours of any shortages in the order.

Refurbished goods will be of merchantable quality. The customer will be notified of any major defects and the goods will not be despatched unless the customer agrees to accept these at the price negotiated.

Although we make every effort to ensure that our website correctly states whether or not goods are in stock, there may be occasions where you submit an order for goods which are out of stock. In such cases we will inform you of this fact and shall return payment to your account.

Sizes and measurements of goods advertised on our site are approximate (although we do try to make sure that they are as accurate as possible) and colour shades may vary slightly from those depicted on the website.

Please find below The Consumer Protection (Distance Selling) Regulations 2000. No.2334. rights. These rights can be used instead of MM PC Solutions above terms.

Cancellation rights:

If you are contracting as a consumer, you may cancel a contract at any time within seven working days, beginning on the day after you received the products. In this case, you will receive a full refund of the price paid for the products in accordance with our refunds policy set out below.

To cancel a contract, you must inform us in writing or via e-mail. You must also return the product(s) to us as soon as possible, in the same condition in which you received them, and at your own cost and risk. You have a legal obligation to take reasonable care of the products while they are in your possession. If you fail to comply with this obligation, we may have a right of action against you for compensation.

Our refunds policy:

When you return a product to us:

Because you have cancelled the contract between us within the seven-day cooling-off period see clause above, we will process the refund due to you as soon as possible and, in any case, within 30 days of the day you have given notice of your cancellation. In this case, we will refund the price of the product in full, including the cost of sending the item to you. However, you will be responsible for the cost of returning the item to us.