

## **PRIVACY POLICY**

At NetStable Computer Services Ltd. we are dedicated to safeguarding and preserving your privacy when visiting our site or communicating electronically with us. Our Privacy Policy has been provided and approved by [website privacy policy](#) provider LegalCentre.co.uk.

This Privacy Policy, together with our terms of use, provides an explanation as to what happens to any personal data that you provide to us, or that we collect from you.

We do update this Policy from time to time so please do review this Policy regularly.

### **Information We Collect**

In operating our website we may collect and process the following data about you:

- i. Details of your visits to our website and the resources that you access, including, but not limited to, traffic data, location data, weblogs and other communication data.
- ii. Information that you provide by filling in forms on our website, such as when you registered for information or make a purchase.
- iii. Information provided to us when you communicate with us for any reason.

### **Use of Cookies**

On occasion, we may gather information about your computer for our services and to provide statistical information regarding the use of our website to our advertisers.

Such information will not identify you personally it is statistical data about our visitors and their use of our site. This statistical data does not identify any personal details whatsoever.

Similarly to the above, we may gather information about your general internet use by using a cookie file. Where used, these cookies are downloaded to your computer automatically. This cookie file is stored on the hard drive of your computer as cookies contain information that is transferred to your computer's hard drive. They help us to improve our website and the service that we provide to you.

All computers have the ability to decline cookies. This can be done by activating the setting on your browser which enables you to decline the cookies. Please note that should you choose to decline cookies, you may be unable to access particular parts of our website.

Our advertisers may also use cookies, over which we have no control. Such cookies (if used) would be downloaded once you click on advertisements on our website.

### **Use of Your Information**

The information that we collect and store relating to you is primarily used to enable us to provide our services to you. In addition, we may use the information for the following purposes:

- i. To provide you with information requested from us, relating to our products or services. To provide information on other products which we feel may be of interest to you, where you have consented to receive such information.
- ii. To meet our contractual commitments to you.
- iii. To notify you about any changes to our website, such as improvements or service/product changes, that may affect our service.

If you are an existing customer, we may contact you with information about goods and services similar to those which were the subject of a previous sale to you.

Further, we may use your data, or permit selected third parties to use your data, so that you can be provided with information about unrelated goods and services which we consider may be of interest to you. We or they may contact you about these goods and services by any of the methods that you consented at the time your information was collected.

If you are a new customer, we will only contact you or allow third parties to contact you only when you have provided consent and only by those means you provided consent for.

If you do not want us to use your data for our or third parties you will have the opportunity to withhold your consent to this when you provide your details to us on the form on which we collect your data.

Please be advised that we do not reveal information about identifiable individuals to our advertisers but we may, on occasion, provide them with aggregate statistical information about our visitors.

### **Storing Your Personal Data**

We may transfer data that we collect from you to locations outside of the European Economic Area for processing and storing. Also, it may be processed by staff operating outside the European Economic Area who works for us or for one of our suppliers. For example, such staff maybe engaged in the processing and concluding of your order, the processing of your payment details and the provision of support services. By submitting your personal data, you agree to this transfer, storing or processing. We will take all reasonable steps to make sure that your data is treated securely and in agreement with this Privacy Policy.

Data that is provided to us is stored on our secure servers. Details relating to any transactions entered into on our site will be encrypted to ensure its safety.

The transmission of information via the internet is not completely secure and therefore we cannot guarantee the security of data sent to us electronically and transmission of such data is therefore entirely at your own risk. Where we have given you (or where you have chosen) a password so that you can access certain parts of our site, you are responsible for keeping this password confidential.

### **Disclosing Your Information**

Where applicable, we may disclose your personal information to any member of our group. This includes, where applicable, our subsidiaries, our holding company and its other subsidiaries (if any).

We may also disclose your personal information to third parties:

- i. Where we sell any or all of our business and/or our assets to a third party.
- ii. Where we are legally required to disclose your information.
- iii. To assist fraud protection and minimise credit risk.

### **Third Party Links**

You may find links to third party websites on our website. These websites should have their own privacy policies which you should check. We do not accept any responsibility or liability for their policies whatsoever as we have no control over them.

### **Access to Information**

The Data Protection Act 1998 gives you the right to access the information that we hold about you. Please note that any demand for access may be subject to payment of a fee of £10 which covers our costs in providing you with the information requested. Should you wish to receive details that we hold about you please contact us using the contact details below.

### **Contacting Us**

We welcome any queries, comments or requests you may have regarding this Privacy Policy. Please do not hesitate to contact us at [info@netstable.co.uk](mailto:info@netstable.co.uk).

## 1. RETURNS POLICY

We want to offer our customers the most attractive prices we can on the merchandise we sell. To do that, we have to keep our overheads as low as possible, which requires us to place the following conditions on product returns.

### 1.1 Software

- (a) Once opened, software packages are non-returnable as per the conditions of the vendor or publisher.

### 1.2 Accessories, Peripherals, Consumables

All accessory and peripheral returns will be accepted within ten (10) days of purchase for a full refund if the following criteria are met:

- a copy of the sales invoice/receipt is provided at the time of return
- the original packing materials and outside box are intact
- upon inspection, we find nothing missing or damaged

Accessory and peripheral returns will incur a 10% restocking fee under the following circumstances:

- a return is made past the 10-day time period but original packaging is still intact
- a return is made within the 10-day time limit but original packaging is **not** intact

If more than (10) days have passed since your purchase, or if any of the conditions listed above are not met, the Depot reserves the right NOT to accept your merchandise for return.

In the case of defective consumables supplies (toner cartridges, ink cartridges, etc.), replacement or refund will be made provided the above conditions are met.

### 1.3 Computers/Disputes with IT repairs.

Computer returns/Repairs must be left at the Depot for examination by a technician, and a Service Work Order must be completed. We will contact you after the examination, usually within 24 - 48 hours. If your return meets all of the above conditions, you will receive a refund. Refunds to individuals who paid by cash or check will be issued by cheque from the NetStable Computer Services Ltd. head office. For credit card purchases, refunds/credits will only be issued if the same credit card is presented at the time of return. A return-shipping fee and/or a 10% restocking fee (£150 maximum) may apply for particular systems depending on the vendor.

It is important that you carefully consider what you wish to purchase before actually placing your order. If you are uncertain about the computer, service or software product to purchase, several consultants are readily available to all members of the public. Please contact us at 01625 453009 or [info@netstable.co.uk](mailto:info@netstable.co.uk), Monday - Friday 9:00 a.m. - 5 p.m., for further assistance

## DELIVERY POLICY

- Orders are generally shipped on the same day payment process is finalised.
- Shipping might take up to two business days
- An estimated delivery date will be provided after your order is placed.
- These dates vary due to carrier shipping practices, delivery location and the items you order. Products may be delivered in separate shipments.
- Delivery dates noted apply to orders placed by 5:00 p.m. local time and where credit approval and product availability are confirmed by 5:00 p.m. on the same business day\* that the order is placed. You will be notified of the estimated delivery date in a confirmation e-mail. (Not available for orders if email address is not submitted.)
- On custom made items it must take into consideration manufacturing times.
- In many instances, delivery personnel will deliver your order to your entrance.
- A "Mail Drop" location is an address where a business or service accepts mail deliveries on behalf of a customer. We will deliver to Mail Drop locations such as a UPS Store (formerly Mail Boxes Etc.). However, we are unable to deliver to Post Office Boxes or APO/FPO addresses, and military overseas mail drops.
- For your package safety, it is best to have someone available to sign for your order during the hours of 9:00 a.m. – 5:00 p.m., Monday through Friday, except holidays (UPS may deliver to residential addresses up to 7:00 p.m.). The driver will leave a note with instructions on how to receive your order, or you will be contacted for a redelivery.
- Some products/services may be delivered electronically. We aim to deliver these products within 1 business day where possible.
- Any of our IT services (repair, network installations etc.) will be delivered on a pre-determined date which will be arranged to suit you.