



# BLACK BOX VIDEO

## General

- All prices shown in our catalogue or on our website, or quoted to you are **exclusive** of VAT, post, packing and insurance. All prices are given in Pounds Sterling.
- Goods remain the property of Black Box Video until they are paid for in full.
- Our minimum order charge is £20.
- Discounts **may** be available when three or more of the same unit are purchased at the same time; this applies to units, not cables, unless the cables are a part of a larger order.

## Payment

- We are unable to allow any credit accounts.
- We accept payment by most major credit cards, plus Maestro and Delta, or by Company cheque (Company cheque applies to UK customers only)
- You may prefer to use MasterCard, Visa, Maestro or Delta, as the use of Amex incurs a surcharge of 3% of your invoice total to be added
- From UK customers, payment is required either upon the day of despatch/collection if by "plastic", or in advance if by cheque. (Please make your cheque payable to Black Box Video).
- Payment from EU customers must be made by Electronic Bank Transfer into our account, and the goods will then be despatched once the funds have arrived
- We promise that we will NOT debit your "plastic" until the goods are ready for despatch/collection. The only exception to this would be that want to reserve goods and collect it/them a few days later, or ask us not to despatch until a particular later date; in these circumstances we will debit your card in order to hold the item/s for you - but only with your permission and knowledge
- Please note that from 14 February 2006, if you are purchasing from us whilst visiting us (not mail order) you **MUST** use your PIN number to be sure you can pay with your chip and PIN card

## Returns

- ✗ In the unlikely event that goods prove to be faulty upon delivery, they will be replaced or repaired promptly free of charge. However, **you must report this upon receipt and return the goods to arrive back with us within 7 days.**
- ✗ In the unlikely event that goods prove to be incompatible with your requirements, or not what you expected (in spite of detailed discussion upon ordering), **you must report this upon receipt and return the goods to arrive back with us within 7 days.**
- ✗ Such returns must be as new - ie, no scratches or damage - and in the original packaging, and returned with 7 days.
- ✗ No returns will be accepted without prior discussion and agreement.

## Guarantee

- ⚡ Most new items are guaranteed for one year from purchase in normal use. This does not cover
  - ✓ wear and tear on connecting leads that become damaged through heavy use,
  - ✓ nor damage to units caused by excessively heavy use or accidents,
  - ✓ nor damage caused by your own repair attempts!
- ⚡ We want you to be happy with your purchase and will endeavour to ensure that if there are any problems they are dealt with fairly and sympathetically.

## Repairs

- 📧 Before you send us units or cables for repair, please ensure that you telephone us first to discuss the problems. Sometimes we can diagnose "finger trouble" very quickly and save you the bother! But we do need to agree to undertake the repair and it helps to have a full description of the problem.
- 📧 When you send anything to us for repair, we will request credit card details so that we can debit the appropriate amount as soon as the repairs are completed. You may then collect your repaired property at your convenience (or ask us to mail them to you).
- 📧 Work on required repairs will not commence until we have received payment details.
- 📧 We are unable to store your repaired items indefinitely, therefore if you do not collect them within three months, we will be forced to dispose of them.
- 📧 From March 2002 we are forced to make a minimum charge of £20 for repairs to cables. From June 2004 this minimum charge applies to all repairs (units as well as cables).
- 📧 We are unable to repair cables or equipment/units made by other manufacturers.

## Post, Packing and Insurance

- ☒ Post, packing and insurance are chargeable on all items (unless, of course, you collect them!).
- ☒ We **always** send items by Special Delivery, which provides insurance cover and a guaranteed delivery time the next day. There are two Special Delivery options: delivery by 13:00 hours, or - for an extra charge - delivery by 09:00 hours. (Even items of low value are sent by Special Delivery unless you specifically ask for First Class Mail, in which case we cannot be responsible if lost in the mail or late).
- ☒ **Whilst we can despatch your order to a delivery address while you are on location (such as a hotel or production office), Black Box Video cannot be responsible for its safe arrival, even using Special Delivery.** Sadly, it has happened that a hotel reception "did not receive it" and although we can track the delivery and obtain a copy of the receiving signature for you, we cannot be held responsible if the parcel remains "lost" in these circumstances.
- ☒ Special arrangements, such as same day courier service, will attract an additional charge.

## Hours of Business

- ⌚ Whilst we are delighted for you to visit us, please telephone first to agree a time. We want to give you our full attention while you are here, so want to ensure you don't clash with other visiting clients.
- ⌚ If necessary, you may collect your order from us at weekends - but only by arrangement.
- ⌚ **Our normal office hours are between 09:30 and 18:30.** Although we can be flexible, we would appreciate it if you could please respect our privacy (and precious time off) during evenings, weekends and Bank Holidays.
- ⌚ Recent events have forced us to add this final point to our Terms and Conditions. We are here 98% of the time, but do bear in mind we are human and therefore we have to eat, we have to sleep and we do like to have a private, a family and a social life when we can. So should you arrive here, without phoning first, to find that we are not available or not here - sorry, but tough luck! If this happens, UNDER NO CIRCUMSTANCES may you call on our neighbours. This would be **TOTALLY UNACCEPTABLE** and we would have to take a very dim view it. You have been warned!! - hopefully in the nicest, friendliest possible way.

## Telephone Calls

- ☎ We may monitor and record your telephone calls to us to maintain and improve our service.

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