

Payment for goods / Deliveries & Delivery Charges / Return of unwanted goods

Insight Operate a “No Quibble” money back Guarantee

(please see below; “Return of unwanted goods” for details)

Insight Direct – is the on-line shopping facility for Insight International Corporation Ltd and its trading divisions, including Insight Security, Mirror Warehouse, and some other specialist web sites.

At www.insight-direct.co.uk, you can order goods on-line, pay for your order using most major Credit or Debit Cards and have your goods delivered to a valid UK mainland address.

If you wish to use an alternative form of payment or to have goods delivered outside of UK mainland, we can still offer a mail order service, but you will need to contact us by phone to place your order and make your payment (tel: +44 (0)1273 475500 - see Contact Us for full contact details).

Payment for goods

Once you have selected all the items you require and added them to your shopping trolley, you will be able to move into the secure server area (operated by ‘SagePay’) and pay for your goods using your Debit or Credit card.

Your order will be confirmed by e-mail and your goods will normally be shipped within 7 days (typically within 3 working days)

Delivery Charges

Whatever you order on-line at any one time, you will only be charged a single delivery charge. This will be the delivery charge associated with the product purchased, bearing the highest individual delivery charge.

Present standard delivery / carriage charges are; £5.95 or £9.95 depending on the nature, size & weight of the product ordered, however some bulky or extra heavy items may involve a higher carriage charge.

When you buy from Insight, there are no hidden charges. When you add an item to your shopping basket, the Vat and carriage charge will be clearly shown, so that you will know precisely how much your order will cost, before you log into our secure area to provide your Debit / Credit Card details.

Delivery of Your Order

Note:

- 1. Small items shipped by post will be delivered in accordance with the standard postal service.*
- 2. Goods shipped via courier (usual method of dispatch) are delivered on normal working days excluding weekends and Bank Holidays. - Typically most national courier companies close down between Christmas and the New Year which may delay the shipping of goods ordered during that period – if delivery of your order is time critical, please phone us to discuss your requirements.*

Under normal circumstances, your goods will be shipped within 7 days (typically within 3 working days) of acknowledgement of your order. In the unusual event of an item(s) being out of stock, and where it is expected that goods will not be available within the 7 day period, you will be advised of the estimated lead-time and offered the opportunity to leave the delayed products on back order, or to

cancel part or all of your order. Where it would be possible to ship some but not all of the goods, should you elect to take the available items and leave the missing items on back order, the missing goods will be shipped to you as soon as they are available, without any additional carriage charge.

All items are dispatched using a signed delivery service. If there is no one present to sign for the goods on delivery, a notification of the attempted delivery, will be left at the delivery address, giving contact details showing where to ring or visit to arrange for the re-delivery or collection of the goods.

Should you need your goods urgently, or delivered using a timed or pre-booked delivery service, please telephone Insight (see Contact Us) to discuss your requirements and arrange special delivery. (*please note*: a supplementary delivery charge may apply for special deliveries and your order may have to be taken over the telephone rather than on-line)

Return of unwanted goods / No Quibble Money Back Guarantee

Notwithstanding your statutory rights (i.e. faulty goods, etc.), if for any reason within 7 days of receipt of the goods, you decide that you want to return the items ordered, you may do so without quibble, providing that the goods are returned unused and in a resalable condition with all packaging, manuals, and any associated items, etc. in tact.

To return the goods, you will need to telephone Insight (see “Contact Us”) to obtain a “Goods Returns” reference number and a UK returns address.

Goods must be returned to Insight at your expense, and will remain your responsibility until safely received by Insight. Upon safe receipt of the returned goods by Insight, the amount initially taken from your Debit or Credit card will be refunded to that card (normally within 7 days of receipt by Insight of the returned goods).

Please note: our policy in respect of the return of unwanted goods as outlined above, is in full accordance with the “Distance Selling Regulations” as applicable to consumers purchasing goods over the internet. The terms apply to private purchasers and specifically exclude Special Order Goods or goods made to the customer’s specification.

Special Order Goods - where the order quantity for any product exceeds the upper level quantity shown for the quantity break discounts as displayed on the ordering website (www.insight-direct.co.uk), the order will be deemed to be for Special Order Goods. If you would like to place an order for larger quantities of any specific product, please call us (see “Contact Us”) to discuss your requirements, to find out about product availability / delivery lead-times and any special discounts that may be applicable to your order, and to discuss the feasibility of an advance product sample pending delivery of the complete order.