



29<sup>th</sup> July, 2003

**KAJ ISIS Limited**  
9 Erica Avenue,  
Woodlands Park  
CV12 0AU, UK

supporting the information society  
with services for the  
world wide web

## TERMS AND CONDITIONS

At KAJ ISIS Limited we hope you are delighted with your purchase and the service we provide.

We have established these terms and conditions to ensure good customer relationships.

All orders are made subject to the acceptance by you of the conditions, which are deemed to be accepted on the placing of the order.

The following are terms and conditions that apply to All transactions on this Website:

### Trading conditions

- All sales are final: items are **not** sent on approval
- We will treat each order for items as an offer by you to purchase the items subject to these conditions. You are deemed to accept the conditions when you place an order for items with us. Our contract with you only begins when we confirm acceptance of your offer to purchase items from our site. An order will not take place (and we will not be deemed to have accepted your order) until we have validated your credit card (or cheque) and order details and any communication which you receive from us prior to validation is not to be deemed acceptance of your order
- The items we sell are of a domestic nature and while we endeavour to publish as much information as is practical about the items, the description of the items are as set out on the Website. All drawings, photographs, descriptive matter, specifications and advertising on our web site are for the sole purpose of giving an accurate idea of the items. They will not form part of the contract between us
- We never charge the items to your credit card (or cheque) until they are ready for dispatch
- The items remain the property of KAJ ISIS Limited until they are paid for in full

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- KAJ ISIS Limited shall not be held responsible for damage or loss of any kind due to your misuse of item purchased. Our maximum liability to you is the amount you paid for the item
- It is your responsibility to pay for any import duties (if applicable) on the items that you purchase

### Prices

- We aim to keep our prices as low as possible but all prices are subject to change without prior notice - errors and omissions excepted
- Prices are assured on all orders placed on the advertised pricing

### Returns

- If you wish to return an item, please contact us to obtain a Return Material Authorization (RMA) number. We cannot accept returns without a RMA number which must be clearly marked on the package sent to us
- You may return items that you decide are not suitable or no longer what you require within the first week after purchase. We will give you a full refund (excluding postage) provided the items are in a resellable condition 'as new', in their original packaging
- If items are found to be faulty on receipt we will accept returns and provide a full refund (including postage) or replacement product
- Sending returns to KAJ ISIS Limited does not affect your statutory rights
- Statements apply to shoppers inside and outside the European Union

### Fraud

- If unauthorised purchases are made on your card at KAJ ISIS Limited or any other retailer, you must inform your card issuer according to their terms and conditions
- In the event of unauthorised use of your credit card, YOU ARE ADVISED that your bank or card issuer is likely to cover the full amount or hold you liable for the first £50

### Delivery

- We endeavour to despatch the items you order within an hour of authorisation of your credit card payment or receipt of your cheque and order form
- Goods that are transported will be couriered using recognised carriers. The prices of postage and packaging are inclusive of Total Purchase Price

### Personal information and Shopping Security

- For full details on why it's safe to shop at KAJ ISIS Limited and what we do with the information we collect from you see our privacy and security statements

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**Please do not hesitate to** contact us **if you have any questions or problems with your purchase** - we would prefer to **TALK** to you than lose your custom.

These terms are subject to English law and the parties agree to submit to the exclusive jurisdiction of the English Courts.