



Terms and Conditions

Please read these terms carefully, and print and keep a copy of them for your reference.

About Us

This website is owned and operated by: *Prela Limited, 26 Buckingham Way, Castleford, West Yorkshire, WF10 5JY*

If you need to **contact us**, please email us at sales@prela.co.uk, support@prela.co.uk or info@prela.co.uk

VAT number: 972 5231 17

Company registration number: 6934593

Making a contract with us

When you place an order with us, you are making an offer to buy goods. We will send you an e-mail to confirm that we have received your order. Once we have checked the price and availability of the goods, we will e-mail you again to confirm that we accept your order, and that a contract has been made between us. We will not take payment from you until we have accepted your order.

In the unlikely event that the goods are no longer available, or that we have made a pricing mistake, we will advise you of this. You will not receive an e-mail confirming acceptance of your order, and there will be no contract between us. If the goods you order are not available, we will inform you of this, and subject to your approval, we may supply you with substitute goods. If you decide not to accept the substitute goods, you will not have to pay to return them to us.

How to place order

Ordering items from Prela could not be easier. Just browse our products and click on any items that you wish to buy and put them in to your shopping basket. After you have finished your selection, click on "Checkout" and you will be asked for details that we will need to be able to satisfy the order. If you have any reservations about the way in which we use data collected, then please read our [privacy policy](#).

We accept credit and debit card payment via Paypal, and Google Checkout. We use these to ensure your privacy.

If you are paying by cheque or postal order, print the page off, enclose your payment, made payable to Prela Limited, and post to us at the following address:

26 Buckingham Way

Castleford

West Yorkshire

WF10 5JY

Delivery

All individual items display delivery charges in the product description.

All our products are sent using Royal mail and are insured.

If the goods are lost or damaged in transit, please [let us know](#) promptly, so that we can make a claim against the carriers. We will offer you the choice of a replacement or a full refund.

Many of our items are available directly from stock. For items from stock, we will aim to send the item out the same day, if ordered before 1pm, otherwise we will dispatch it the following working day. Some of our items are sent directly from the supplier and in most cases these are sent out the following working day. Desktop PCs are built to order and are fully tested, configured and upgraded with all updates prior to being dispatched. For this reason, delivery for desktop PCs can take up to 10 working days, although we endeavour to deliver within 5 working days.

Cancellation and returns

This cancellation policy does not affect your rights when we are at fault — for example, if goods are faulty or misdescribed.

This policy does not apply to the following goods, which are exempt from the right to cancel:

Opened (Unsealed) computer software packages



Custom built computers

Items bought in auction

Services (such as data retrieval, data transfer, effected repairs).

You can cancel your contract before delivery, and up to 7 working days after delivery. To do this, please **e-mail us** or write to us.

We will refund your money, including the original postage charges, within 30 days. You do not have to give any reason for cancellation. However, a brief explanation will help us to improve the service we offer to customers in the future.

If you cancel, you must return the goods to us at your own expense. You are responsible for the risk of loss or damage when you return goods, so you should take out enough postal insurance to cover their value.

If you fail to do return the goods, we will organise for them to be collected, and we will charge you the direct cost of collection. If you fail to take reasonable care of the goods before they are returned to us, and this results in damage or deterioration, we will charge you for the reduction in value.

Faulty goods

If there is a problem with the goods, please **contact us** to discuss the matter further.

If the goods are found to be faulty within a reasonable time after delivery, you may reject them and claim a full refund, plus compensation for your losses.

If a fault is found later on, or if you delay in making a complaint, you will still be entitled to a repair or, if a repair cannot be done without causing you significant inconvenience, a replacement. If a replacement is not available, you may be able to claim a part or full refund of your money, plus compensation for any other losses incurred.

Changes to these terms

These terms were last changed on *20/07/09*.

These terms apply to your order. We may change our terms and conditions at any time, so please do not assume that the same terms will apply to future orders.