

AMSTRAD USER CLUB TERMS OF BUSINESS

PRODUCT DESCRIPTION

The information contained in all sales literature, order forms and other Amstrad User Club and Amstrad publications is, to the best of our knowledge, correct at the time of going to press. We do not, however, accept responsibility for damage, injury, loss or expense resulting from error or omission.

We ask that you verify all specifications, other data published and future developments, before incorporating our products in any long term requirements or for critical purposes. Further details and specifications, where available, will be supplied on request.

AVAILABILITY

All products fall into three categories (1) CURRENT products (2) DISCONTINUED products (3) FUTURE products.

- (1) All current product will be despatched within 28 days (max) upon receipt of order, provided there is stock available, and there has been no breach of these terms of business as laid down in this document.

We will endeavour to maintain complete stock availability of our full range of current products, however, it is likely that unfortunate circumstances could cause some product lines to be 'out of stock' for periods of time.

- (2) A discontinued product is one that has been dropped from our current range and cannot be ordered. Any orders already received at the time of discontinuation will either be completed or cancelled automatically, depending on stock availability.
- (3) Announcements of future products will usually be accompanied by estimated delivery times. These times are based on variable factors, but are as accurate as possible at the time of announcement. It is not possible to order a 'future product' until it becomes 'current'.

All enquiries on the status of product availability, concerning either stock levels of future developments and lifetimes can be made with our sales office. However, we do not accept any responsibility for damage, loss, expense, or injury resulting from non-availability for whatever reason.

PRICES

Prices quoted on order form and sales literature or in any other Amstrad User Club or Amstrad publication are correct at the time of going to press, however we reserve the right to amend these prices at any time without notice.

The retail price is our normal direct selling price. Prices are normally quoted with postage and packing costs and VAT included. Exceptions to this may occur, but these will be clearly stated, showing the rates to be added.

Prices charged to the customer will be the current price at the time of receiving the order less any authorised discounts.

Discounts, where applicable are quoted with authorisation references that must be used to obtain any discount. In the case of the User Club members' discount this authorisation is built into the membership number.

All discounts arising from special price offers or vouchers released will include authorisation and the terms that the special order requires.

ORDERS

Orders can only be despatched to addresses in the United Kingdom (excluding Channel Islands and B F PO addresses).

To help all involved please use an official Amstrad User Club order form. These forms when completed have all the information required to process your order. There will be an issue date for each series of order forms that will be a guide to the currency of price and availability, but for accurate up to date details please contact our sales office.

Do not mix orders with enquiries or any other form of correspondence. This will slow down your order and at worst the other correspondence may not reach its correct destination.

Your order must contain the following information

- 1) Name and initials of person placing the order. Company name as well if it is a company purchase.
- 2) Only one full postal address (postcode please).
- 3) Details of the products ordered, product reference number, brief description, price each, quantity required and total value of the order.
- 4) Payments (see payments section).
- 5) Date at the time of sending.

It would also be useful to know your daytime telephone number to help quickly resolve any problems that might arise. Should you be a member of the User Club and wish to receive the benefits you must quote your membership number.

It will not be possible to acknowledge your order under normal circumstances and we would ask that you would not progress it before the allotted 28 days have expired.

It may be possible to cancel your order prior to invoicing (see cancellations). It will not be possible to change your order in any way, the only mechanism is to completely cancel and reorder.

Telephone orders can be accepted between the hours of 9 to 8, Monday to Thursday; 9 to 5, Friday; and 9 to 1, Saturday. These orders must be paid for with a credit card so please have the number at hand together with your other details when you are calling. Invoices will show the VAT content of the prices, this may not always be 15% of the goods value as some products have a different VAT content. The invoice will be sent with the goods.

PAYMENTS

All payments must be in sterling.

Amsoft is only able to process 'cash with orders'. We cannot give credit account facilities or process any order until the payment has been recorded.

Acceptable 'cash' payments fall into three main types.

- 1) cheques 2) credit card 3) postal orders and currency
Cheques should be made payable to Amstrad User Club. All cheques should be crossed.
- 2) Credit cards: we only accept ACCESS and BARCLAYCARD, your order must give the number and expiry date as shown on your current card. The despatch can only be to the name and address that the card holder has registered with the credit card company. Your credit card will not be charged until shipment is imminent.
- 3) Postal Orders and Currency: it is strongly advised that you do not send notes or coinage through the post, as there can be no protective safeguards or guarantees that it will arrive safely. Similarly all postal orders are to be made out to AMSTRAD USER CLUB and crossed.

DELIVERY

Delivery charges are normally included in the retail price of each product, on exceptional occasions where a charge is to be made, full details will be stated on the invoice.

All despatches will normally be made through the POST OFFICE, the majority of software packets using second class service with bulkier or heavier hardware being sent by contract parcel post.

All claims of non-delivery or damage must be made in writing, if part delivery is claimed then a copy of our documents received must be included with the written claim.

There is no facility for collection of orders, or for any alternative carriers.

CANCELLATION

Orders placed should be treated as final, but in exceptional cases there is a justification for cancellation. Change in price, product specification, or extended non-delivery may be good reasons, but all occasions will be treated separately on the merits of the case.

The decision of AMSTRAD USER CLUB will be final in all cases.

It is not possible to cancel an order after the invoice has been produced. A cancellation automatically causes a credit to the customer, (see credits and refunds).

GUARANTEE

We guarantee to replace or repair faulty goods, or at our option, to refund the purchase price thereof subject to the claim being made IN WRITING to us within 12 months of the invoice date. Other than as provided in this clause, we shall not be under any liability in contract, tort or otherwise in respect of defects in goods delivered or for any injury, damage or loss resulting from such defects, and in no event shall any failure of any kind on our part give rise to any liability for loss of revenue or any other consequential loss or damage arising from any reason whatsoever.

Customers whose goods are found not to be 'faulty' may be expected to bear the cost of postage for their return.

For those products which are of a type ordinarily bought for private use, and are purchased for other than in the course of business, our terms of business do not limit or exclude that persons legal rights in the case that the products are faulty.

Any software that is the subject of a guarantee claim must be returned to us accompanied by a copy of the original invoice, along with details of the claimed fault.

All other guarantee claims must be made in writing to the Service Department and you will be advised of the necessary action. The application must be accompanied by a copy of the original invoice.

When returning any product, its condition must be as supplied by Amstrad User Club, including the packaging. All goods received damaged due to failure to use the original packaging will not be considered for replacement. This guarantee does not affect your statutory rights.

RETURNS, CREDITS AND REFUNDS

For goods in ORIGINAL condition purchased from Amstrad User Club Mail Order, returned within a period of 30 days from the invoice date, still in original packaging, an appropriate refund will be made with a minimum deduction of £2.00 or 10% of the good's value, whichever is the greater, to cover administration costs.

For goods NOT in ORIGINAL condition purchased from Amstrad User Club Mail Order, they are not returnable other than where your guarantee covers the goods.

An authorisation number must be obtained before any returns can be handled and you should establish in advance the conditions of returning the goods.

Always enclose full details of the relevant invoice (a copy if possible) and send to

AMSTRAD USER CLUB MAIL ORDER RETURNS

Victoria House
P.O. Box 10
SUNDERLAND
SR1 3PY

All outstanding account balances caused by credits raised cancellations or overpayments etc. will normally be refunded in full provided the amount exceeds our minimum administration cost.

Orders placed using "credit on account" as payment can only be processed at the time the credit is raised otherwise the account will be cleared by refund.

AMSOFT HARDWARE & SOFTWARE FOR PCW8256/8512

SOFTWARE

SOFT1103 WORLDWIDE	<input type="checkbox"/>	£14.95	£12.70
SOFT1104 ANIMAL/VEGETABLE/MINERAL	<input type="checkbox"/>	£14.95	£12.70
SOFT07028 SUPERCALC 2	<input type="checkbox"/>	£49.95	£42.45
SOFT07032 STOCK CONTROL/SALES INV. & LEDG. REQUIRES SECOND DISC DRIVE	<input type="checkbox"/>	£99.00	£84.15
ROME0002 ANNALS OF ROME	<input type="checkbox"/>	£24.95	£21.75
SOFT07035 PURCHASE LEDGER REQUIRES SECOND DISC DRIVE	<input type="checkbox"/>	£33.00	£28.05
SOFT07057 PAYMASTER	<input type="checkbox"/>	£49.95	£42.45
SOFT07059 CYRUS II CHESS	<input type="checkbox"/>	£13.95	£12.45
SOFT07069 LOCOMAIL	<input type="checkbox"/>	£39.95	£33.95
SOFT07070 LOCOSPELL	<input type="checkbox"/>	£39.95	£33.95
SOFT07036 NOMINAL LEDGER	<input type="checkbox"/>	£33.00	£28.05
PLAN0002 PLAN-IT	<input type="checkbox"/>	£24.95	£20.95
GEM10002 DATASTORE	<input type="checkbox"/>	£39.95	£35.95
GEM1003 SUPERTYPE	<input type="checkbox"/>	£19.95	£17.95
SAGE01 SAGESOFT RETRIEVE	<input type="checkbox"/>	£69.99	£59.99
SAGE02 SAGESOFT MAGIC FILER	<input type="checkbox"/>	£69.99	£59.99
SAGE03 CHIT-CHAT E-MAIL	<input type="checkbox"/>	£69.99	£59.49
SAGE04 PAYROLL	<input type="checkbox"/>	£69.99	£59.99
SAGE05 CHIT CHAT VIEWDATA	<input type="checkbox"/>	£69.99	£59.49
SAGE06 CHIT CHAT COMBO	<input type="checkbox"/>	£99.99	£84.95
ASP002 MONEY MANAGER	<input type="checkbox"/>	£29.95	£25.45
ASP003 BATMAN	<input type="checkbox"/>	£14.95	£12.70
ASP019 DATABASE MANAGER	<input type="checkbox"/>	£29.95	£25.45
INT9001 AFTERSHOCK	<input type="checkbox"/>	£17.95	£15.26
GEM10001 SPACE INVADERS	<input type="checkbox"/>	£12.95	£11.00
FINE0001 TRIVIA +	<input type="checkbox"/>	£14.95	£12.70
FINE0003 TRIVIA PLUS ADD-ON PACK (For PCW only)	<input type="checkbox"/>	£10.15	£10.15
TOMA0001 TOMAHAWK	<input type="checkbox"/>	£19.95	£16.95

HARDWARE

ANTI-8256 ANTI GLARE SCREEN (for 8256/8512)	<input type="checkbox"/>	£14.95	£12.75
SOFT160 GUIDE TO LOGO	<input type="checkbox"/>	£9.95	£8.45
SOFT06041 PRINTER RIBBON	<input type="checkbox"/>	£4.95	£4.25
SOFT06043 DUST COVER	<input type="checkbox"/>	£9.95	£8.45
SOFT06067 STEP BY STEP GUIDE TO LOCOSCRIPT	<input type="checkbox"/>	£4.95	£4.25
SOFT10005 3" BLANK DISC	<input type="checkbox"/>	£2.99	£2.59
CPS8256 SERIAL INTERFACE	<input type="checkbox"/>	£67.85	£57.80
V21/23 MODEM V21/23 by Pace	<input type="checkbox"/>	£99.95	£84.95
PROT0001 PROTO DISC BOX	<input type="checkbox"/>	£6.95	£5.95

TRAINING AND MISCELLANEOUS

PCW01 PCW LOCOSCRIPT TRAINING	<input type="checkbox"/>	£59.95	£49.95
PCW02 PCW SUPERCALC TRAINING	<input type="checkbox"/>	£59.95	£49.95
PCW03 PCW SAGESOFT ACCOUNTS TRAINING	<input type="checkbox"/>	£59.95	£49.95
06068 PCW BASIC MANUAL 2 <small>(inc. V A T)</small>	<input type="checkbox"/>	£9.95	£8.45
PCW04 COMPUTER LITERACY TRAINING	<input type="checkbox"/>	£57.44	£64.34
PCW05 WORDPROCESSING TRAINING	<input type="checkbox"/>	£57.44	£64.34
PCW06 SPREAD SHEET TRAINING	<input type="checkbox"/>	£57.44	£64.34
PCW07 DATABASE TRAINING	<input type="checkbox"/>	£57.44	£64.34
LAWLINE(P) LAWLINE SINGLE MEMBERSHIP	<input type="checkbox"/>	£9.95	£20.00
LAWLINE(F) LAWLINE FAMILY MEMBERSHIP	<input type="checkbox"/>	£12.95	£30.00
LAWLINE(O) LAWLINE INSURANCE/INDEMNITY	<input type="checkbox"/>	£45.00	£60.00

**Orders only accepted for delivery in the U.K. All prices include VAT & Postage and packing
Cheques or postal orders payable to AMSTRAD USER CLUB**

* Discount price available only to the registered USER CLUB MEMBER when purchased direct from Amstrad User Club, quoting membership number.

** This name and address must be the registered members name and address.

If purchased by credit card it must also be the name and address advised to the credit card company.

PAYMENTS:

****CREDIT CARD DETAILS:**

Date : :

Card No.

Expiry Date

 :

Order Value

£

Cheque No.

*USER CLUB NUMBER.

If first order please tick ()

PLEASE INDICATE MACHINE TYPE BELOW

**NAME Mr/Mrs/Miss (Please delete)

Initials

Surname

**ADDRESS

.....

.....

POSTCODE

DAY PHONE NUMBER.....

DO NOT FORGET TO INDICATE YOUR SELECTION OVERLEAF



**POST YOUR ORDER TO: AMSTRAD USER CLUB, Victoria House, P.O. Box 10, SUNDERLAND, SR1 3PY.
Or phone the ORDER ACTION LINE (091) 5673395.**

