



Terms & Conditions of Sale

Quotations

All quotations will be honoured for a period of ten days, errors and omissions excepted. If you would like a quotation, please email sales@thinksmartbox.com or call +44 (0) 1684 578 868.

Acceptance of orders

We accept orders in written form by post, fax or email.

Official orders from statutory bodies are accepted with an official order number.

Orders from businesses and charities are accepted on the basis of their credit agreement with us.

Orders from individuals are accepted with the return of a VAT exemption form (if needed), along with payment in full by credit card or cheque, if the order is valued at less than £1000. For larger orders, a deposit of £1000 is required with the order, the balance being payable before dispatch.

The VAT exemption form is available at www.thinksmartbox.com/where-to-buy/pricing

Individual purchasers have a legal right to return goods undamaged within seven days of delivery if they are unsuitable.

Title

All goods remain the property of Smartbox Assistive Technology Ltd until paid for in full.

SmartCare

All Smartbox devices come with a standard 2 year guarantee. With SmartCare, you can upgrade from the standard guarantee to a comprehensive support package for up to five years from the date of purchase. The additional cover includes protection against one instance of accidental damage per year and a swap out device if a repair is required.

More information on SmartCare and the terms and conditions are available on our website at www.thinksmartbox.com/where-to-buy/smartcare.

Delivery

For all stocked and bespoke items, Smartbox aim to complete delivery within 20 working days (4 weeks). Please note that some parts supplied by 3rd parties may take longer to be delivered.

Returns

If you have faulty equipment, please contact our Support Team using the details below. We will send you a form for you to complete with the details of the equipment and the reason for return. If a repair is required, you will be issued with a Return Material Authorisation (RMA) number.

In the case of a warranty repair, we will cover the cost of the carriage both ways.

Complaints

We are proud of our reputation, and hope that you will never have reason to complain. If you are unhappy with any of our products, or the service you have received, please contact us as soon as possible.

We are a member of the British Health Trades Association and comply with their Code of Practice. You have the right to refer any unresolved complaint to them.

Rentals are initially for a period of three months. 2. A rental may be ended at any time and a pro-rata refund will be made. Please note the Tobii I-12 and I-15 prices will increase – see prices for months 4-6

Guarantee

Products from Smartbox Assistive Technology Ltd are guaranteed for two years from the date of dispatch against any defective materials or workmanship. This excludes accessories in the My World package which are guaranteed for 3 months.

Rentals

1. Rentals are initially for a period of three months. A rental may be ended at any time and a pro-rata refund will be made.
2. At the end of the initial rental period, the equipment rental may be renewed for a further three months.
3. The equipment may be purchased at any time. If the system is purchased within the first 3 months of renting you will get the cost of the device deducted from the purchase price. If the rental is purchased after the initial three-month period, you will receive a 50% discount from the purchase price.
4. All rental systems come complete with Smartbox software and resources.
5. All rental equipment will be in full working order, but may not be new. Where new equipment is supplied, it will be kept by the user if purchased. If it is not, it will be replaced with a new unit if purchased.
6. Demonstration versions of paid-for grid sets and extra symbol libraries will be installed and will run for 60 days.
7. Any paid-for resources (such as grid sets or alternative voices) can be added to a rental device. These items will be added to the invoice if you choose to purchase the device.
8. All devices (apart from Smartbox Laptop) will be shipped with a mouse and keyboard. These must be returned at the end of the rental.
9. Orders from statutory bodies are accepted with an official purchase order. Please send your purchase order to accounts@thinksmartbox.com
10. Orders from individuals or Charities may qualify for VAT exemption. Please complete and sign the VAT Exemption form and return it to us at the address below – marked for accounts.
The VAT exemption form is available at www.thinksmartbox.com/where-to-buy/pricing