



**UltimoElectronics**

## **Terms & Conditions Of Sale**



# Terms & Conditions of Sale

All products sold by Ultimo Electronics Ltd will be sold within the guidelines of this agreed contract.

When a new customer contract has been completed, both yourself and Ultimo Electronics will abide by these terms and anything else that has been agreed to in writing separately.

Terms and Conditions set out within this agreed contract may be amended from time to time however, any alterations will be provided to the customer as soon as possible either by email or written form. When receiving any amended Terms and Conditions from Ultimo Electronics, the customer will have to acknowledge, read, understand, and agree to the updated Terms and Conditions by signing and returning to Ultimo Electronics.

## Customer and order qualifications:

- The customer, by completing the new customer contract form, will be seen to have automatically agreed to Ultimo Electronics Terms and Conditions.
- Once the Proforma Invoice has been raised, the customer agrees this as a binding document for payment.
- The customer, if applicable, must have a valid VAT number when in the EU (European Union).
- Minimum order value is **£250** or equivalent.

## Payment:

- Payment is required in advance to shipping.
- Ultimo Electronics Ltd will need cleared payment in full via bank transfer – no card or cash payments accepted.
- On receipt of the final Proforma Invoice, payment confirmation must be provided within 3 working days.

If payment confirmation is not provided within this time the order will be cancelled.

- Products will not be dispatched until full payment has been confirmed and showing as cleared within our account.
- Payments made after the cut-off date for shipment will cause delays, in this case Ultimo Electronics accepts no liability for late shipments.
- Full refunds of credit balance due can be requested by the customer. All refund requests will be reviewed and assessed for refund and monitored for frequency of refund request.

## Products:

- All products maybe boxed with accessories however, this must be agreed with the accounts manager prior to sale completion.
- Some products are suitable to be purchased under the VAT margin scheme.
- Customers who are VAT registered do have the option to purchase on reverse VAT when buying mobile devices.



## Grading Scale



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### Grade A



Device will be fully functional, with a full PhoneCheck test and erasure report. Battery health will be 80% or greater

Screen – No cosmetic imperfections visible from 30cm.

Body – Cosmetic imperfections, if present are only a small number of very light micro scratches, invisible when holding the product 30cm's away in direct light.

Camera lens – No cosmetic imperfections.

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### Grade B/C



Camera lens \_ No cosmetic imperfections that will affect the performance of the rear facing camera.

Screen \_ Device may have several light and superficial scratches, that are do not distort the display when the screen is on. Scratches can be felt when running finger over. There are no cracks or major imperfections resulting in dead pixels or damage to display.

Device will be fully functional, with a full PhoneCheck test and erasure report. Battery health will be 80% or greater.

Body \_ Visible scratches when held 30cm from face, these can be perceptible to touch. No more than 3 dents/scuffs larger than 0.5cm in size, rear glass isn't cracked but may be scratched.

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### Grade D



Camera lens – Glass may be cracked or scratched, affecting camera performance.

Device will have a functional fault. Battery health will be 20% or greater. The unit will power on, with no signs of liquid damage.

Screen – Device may have heavy signs of wear, deeper scratches and cracks that are perceptible to touch, no maximum number of scratches. The LCD can have visible signs of screen burn/white spots.

Body – Visible scratches and dents visible from 30cm, unlimited number of imperfections, rear glass can have scratches and be cracked.

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### Testing:

All our devices go through several tests to check the functionality being dispatched to our customers.

- Vibrate

We check each device for the following:

- Each button/switch operates
- Unit powers on
- No Lock/iCloud
- Networked locked
- No clear water damages
- Unit is able to charge
- Sim Reader
- Touch ID if applicable
- Front camera and microphone
- Rear camera and microphone
- Charging port microphone
- Earpiece/Loudspeaker
- No missing parts
- Torch/Flash before

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- Wi-Fi • LCD is fully functional

### Returns:

If a returned unit fails any testing upon arrival, we will also accept these devices if not mentioned below. Ultimo Electronics would accept returns for any of the mentioned faults below for Grades A-C.

- No power
- Activation Locked
- Software faults – boot loop
- Network locked – if sold as unlocked
- No Touch ID
- Speaker faults
- Microphone faults
- Incorrect model
- Incorrect grade
- LCD faulty

Any devices that are returned to Ultimo Electronics with faults not stated in the list above will not be accepted. Please note, Apple models older than (and including) the iPhone 6 may have slight LCD discolouration however, this is not accepted for a return.

### For Grade D, we can only accept returns for the following reasons:

- No power
- Network locked – if sold as unlocked
- LCD fault
- Activation Locked

- No Touch ID

Please note, Apple models older than (and including) the iPhone 6 may have slight LCD discolouration however, this is not accepted for a return.

### For Grade E, we can only accept returns for the following reasons:

- No power
- Activation locked
- Networked locked – if sold as unlocked
- No Touch ID

Please note, Apple models older than (and including) the iPhone 6 may have slight LCD discolouration however, this is not accepted for a return.



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### RMA:

- Any devices that are tested to have no faults found will be returned to the customer either separately or with the next order.
- The RMA period for goods is 14 days, beginning from date of delivery.
- Ultimo Electronics LTD aim to process all returned devices
- The RMA form must be fully completed and sent directly to [jacob.hannan@ultimoelectronics.co.uk](mailto:jacob.hannan@ultimoelectronics.co.uk) within three working days on receipt of delivery to our warehouse. Any credit back to the we will respond within 48 working hours. customer will be assigned a further three working days after.
- Any disputes raised after this period will not be accepted. Only returns raised and approved by midnight of the 30th day will be assessed. Any devices received outside this the right to refuse an RMA if the timeframe will be rejected and sent back to you. device is in any of the following conditions:
  - Ultimo Electronics LTD reserves
- Your RMA must be sent with a returns reference code you receive from Ultimo Electronics LTD.
  - iCloud locked
- No returns should be sent back without being approved by Ultimo Electronics LTD or without a copy of the approved and reference code. These returns are at risk of -
  - The IMEI or serial number do not match our records RMA form
  - Water Damaged being sent
  - If the device has been repaired by any third-party repair centre (including Apple).



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## Receiving the shipment:

- If you receive the incorrect device, you may choose one of the following options to rectify the order:
  - You may keep the device and the difference in price will be either credited or debited from your account, depending on whether the difference in price is greater or less than the amount originally paid.
  - You can RMA the device back to Ultimo Electronics LTD.
- If you receive the order and there is missing item/ items from the shipment, you must inform Ultimo Electronics LTD within 72 hours of receipt of the shipment. In instances of this, Ultimo Electronics will credit your account for the price paid to be used on future purchases.

## Dispatching and Transport:

- A packing list will be supplied in the shipment listing each IMEI number and barcode of the devices.
- All boxes are labelled according to UN3481 with lithium-ion battery label and the shippers confirmation letter.
- If the customer requests, we can provide video/ picture evidence of the shipment being packed ready for shipment.
- Goods will be ready and shipped from Ultimo Electronics LTD.
- If all stock is available at the time of ordering, the units will be shipped either the same day or next working day unless a selected date has been confirmed.
- Should you require any additional cover for the shipment than the one supplied by Ultimo

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Electronics LTD, please ensure you request this at point of sale. All extras must be detailed before dispatch of the shipment to be assessed.

- All products are packaged to limit any damage through transport.
- If the customer purchases defect equipment they have to declare that all goods taken from Ultimo Electronics LTD will be handled according European (E.U.) Legislations and Regulations involving the handling of Electronic Scrap Waste(s) and C.R.T. holding electronic material waste.
- Tracking details can be provided for shipment on request. Should a delay occur within transit, the customer will need to contact the courier for more information.
- If the goods are collected by the customers preferred courier, Ultimo Electronics LTD can take no responsibility for any loss or damage during transport.
- All shipping documentation can be provided at request of the customer. This would include a full list of devices included and confirmation that your shipment had been checked prior collection.

### Recycling and export regulations and laws:

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- Goods received from Ultimo Electronics LTD should, at the end of product life cycle, be recycled according to EU WEEE legislation.
- The customer acknowledge that the purchased goods sold under this agreement, and the transaction contemplate by this agreement, are subject to the customs and export control laws and regulations and may also be subject to the customs and export laws and regulations of the country in which the products are manufactured and/or received. The customer acknowledges that it is your sole responsibility to comply with and abide by those laws and regulations.

