

Used Buy-ins & Part-Ex. Guide for Customers

1. Before sending any item to us, you must have received a written quote from us offering a price for the items you wish to sell/part-exchange. The quote will be allocated a quote number, beginning 'U'. Quotes are valid for 7 days, and once accepted items must be sent to us within a further 7 days.
2. Quotes will be given in good faith based on the information you provide but are non-binding until we have received the products and inspected/tested them.

Preparing your items to send to us

1. Complete our Used Sale Form and place inside the box.
2. Ensure you include all batteries, chargers, accessories and boxes as per your quote.
3. You should remove any memory card or other data storage device from the products before sending them to us and acknowledge that we will not be responsible for the loss of any such devices or data or images held on them.
4. You are responsible for ensuring that items are securely wrapped in **plain packaging** for security in transit. We will not be liable for loss or damage to products that are not, in our reasonable opinion, packaged appropriately.
5. We offer a FREE collection service for UK customers, overseas customers must make their own arrangements.
6. Collections will be booked for only one box unless specified by you in advance.
7. Items collected by us are insured up to the agreed quote. No other valuations will be accepted for insurance purposes. Only items included on the paperwork associated with the transaction will be covered by this insurance.
8. We will take responsibility for safe transit for the item only once it is signed for by the courier.

DPD Pickup Shop service

1. We will arrange for DPD to email you a Shipping Label along with details of your closest DPD Pickup Shop(s).
2. Please print the Shipping Label and attach it to the outside of your parcel.
3. Take the parcel to a nearby DPD Pickup Shop. You must obtain proof that the item has been received.

DPD Courier Collection service

1. Where the value of items totals more than £1,000 you have the **option** to request a courier collection service.
2. We will arrange for DPD to collect from a location specified by you during weekdays only within the next 7 days, during an AM (09:00-12:30) or PM (12:30-17:00) slot.
3. The driver will provide the Shipping Label upon collection. You must obtain signed confirmation for the goods from the driver.

Alternative delivery services

1. You may alternatively choose to send your items via a reputable delivery service. We strongly recommend using a tracked and insured delivery service.
2. We are unable to accept liability for goods lost or damaged in transit that are sent in this manner.

Upon receipt of your items

1. We aim to appraise your items and send you a final valuation within 2 working days of receipt.
2. We reserve the right to revise or cancel any quote following inspection of the products. If we offer a revised quotation by phone or email, you will have the right to accept or reject the revised quote. Such quote will be open for acceptance for a maximum period of seven days. We will require acceptance of a revised quotation to be in writing, preferably by email.
3. For bank payments, we will request your bank account details and make payment by BACS transfer within 3 working days of acceptance. Payment is not possible by cash or debit/credit card.
4. For part-exchanges, our Customer Care Team will be in touch to confirm the details of your order and take payment details for any remaining balance.
5. Upon crediting your account, ownership of the products will pass immediately and irrevocably to us.
6. Should you decide not to accept the quote, we will send the items back to you by courier free of charge.