

Our Details

Telephone: 01706 878444, Monday - Friday 9am - 5pm.

Email: support@audiovisualonline.co.uk

Address:

AV Distribution Ltd
Unit 4 The Sidings
New Line Industrial Estate
Bacup
OL13 9RW

Instructions

Thank you for choosing to part exchange with us. This document is designed to answer any questions you might have and inform you of the terms and conditions which apply to your order.

Step 1 - Choose how to Pay

We offer two options, you can either:

- 1) Pay the balance, send us your part exchange item and after inspection, we'll dispatch the new item
- 2) Pay in full and swap your items more quickly. When we've received and checked your part exchange, we'll credit you back to your original payment method*

*Option 2 is not available on finance orders, or on large products requiring specialist delivery.

Step 2 - Packing your old item

Please use the original packaging supplied with your product. You may find the manual or box specifies instructions to make sure everything is safe and secure. If you have any doubts, please ask for help before sending anything back.

Please:

- Write only on labels, not directly on the packaging
- Use strong clear tape
- Check your item is complete before sealing
- Make sure nothing can be crushed or pressed into your part exchange e.g. power plugs

If a part exchange has not been properly packaged, neither we nor the carrier will be able to accept responsibility for any damage and your item may be rejected.

Step 3 - Returning your old item

If you have the complete original packaging, we can arrange the return journey. Depending on the size and weight of your item, we'll be able to offer different services for your part exchange.

If you don't have the original packaging, we ask you to return the item to us using your own carrier, or if you prefer, you can drop it off in person.

Step 4 - What we'll do next

Your item will be checked on arrival and we'll either dispatch your new item, or process your credit. We aim to complete the process as quickly as possible, but please be aware that during peak times, inspection and refunds may take up to 14 days.

Returned part exchanges will be resold, refurbished, donated or recycled depending on their condition and value.

Terms & Conditions

Introduction and Application

These terms and conditions apply to "Part Exchange" orders. They operate in addition to our standard terms and conditions which apply to all orders. These standard terms are available on our website: <https://www.audiovisualonline.co.uk/terms/>

Definitions

In these terms any references to "we" or "us" are to AV Distribution Ltd a company registered in England and Wales (number 05385699) whose registered address is Unit 4 The Sidings, New Line Industrial Estate, Bacup, Lancashire, OL13 9RW.

"Part Exchange" refers to the use of second hand equipment by you to make partial payment against the purchase of new equipment.

Valuations

If you request a valuation at a distance, for example by email, we will ask you for information in order to provide a valuation. When we specify a value, it is on the basis that the goods are as described. After inspection, we reserve the right to reduce our valuation if the returned goods do not match your description. In these circumstances, you will have the option to accept or reject the reduced offer. If you reject it, you will make arrangements for transit and cover the cost of exchanging all items.

The above term does not apply to any guaranteed value promotion, where we offer a fixed part exchange value regardless of the item returned to us.

If you request a valuation in person, we will inspect the item before making you an offer. This offer will be final.

Valuations are valid for 72 hours.

Excluded Items

You will not send us any items which are electrically or otherwise unsafe. We will not accept consumable parts of any kind e.g. styli or bulbs.

Cancellation By You

Subject to certain limitations and requirements, you have the right to cancel the contract within 14 days. Full details are available within our standard terms and conditions. In addition to any refund, you will receive back your part exchanged item that has already been returned to us.

In these circumstances, you will make arrangements for transit and cover the cost of exchanging all items.

Rejection By Us

We reserve the right, for any reason, to reject any offer of goods, rescind any outstanding valuation or return any part exchanged goods after inspection. We will not provide any credit against another purchase. We will make arrangements for transit and cover the cost of exchanging all items. If you refuse to accept back the goods, we will make them available for collection by you.

This term in no way limits your rights to cancel the contract under your consumer rights or our contract.

Delivery and Return of Part Exchange Items

You may either:

- 1) Send us your old item, pay the balance and receive your order after our inspection of the goods
- 2) Pay the full amount, receive your new item, return your old item and receive a refund after our inspection.

Option 2 is not available for finance orders. Refunds may take up to 14 days to process. Inspections may take up to seven days depending on current demand.

Our Responsibilities

We will arrange delivery of your order, and if applicable collection or return of your part exchange item.

We will insure or otherwise assume the risk for carriers contracted by us, where you have met your responsibilities below.

Your Responsibilities

You will send back or make available for collection your part exchange item. If you fail to send back your item, we may delay your order or refund until you have sent it to us.

You will ensure all part exchanged items are properly packaged for transit. If you do not do this, and the item is damaged, we will reject it.

Applicable Law and Jurisdiction

The contract is subject to the law of England and Wales.

Unless any alternative dispute resolution procedure is agreed upon between us and you, this contract is subject to the exclusive jurisdiction of the courts of England and Wales.

You can find more information on the European Online Dispute Resolution platform:
<https://ec.europa.eu/consumers/odr>