

Terms

By 'us' and 'we' we mean the company known as 8086 IT solutions and any trading names which we might assume. By 'customer' we mean any private or public individual, enterprise business or other entity making contact with us, or that we have contact with by any means whatsoever.

Payment

Payment may be made by Cheque or cash only. Cheques to be made payable to 8086 IT solutions.

All invoices to be paid within a maximum of 14 days from date of invoice unless otherwise stated. This is the date actually shown on the invoice we send to customers. Late payment of any invoice will incur a 15% late payment charge on any outstanding balance in our favour. New Businesses may be extended only 7 days credit and we reserve the right to refuse credit and demand cash upon delivery or receipt of invoice. This will be stated on any invoice we send to a customer. Customer's may be asked to provide a 25% deposit for high value items or 100% of any hardware or equipment cost up front – all deposits are non – refundable under any circumstances once paid.

Preliminary work

All work carried out, whether experimentally or otherwise, at customer's request shall be charged unless otherwise stated. Extra work involved due to circumstances at the customer's address or other circumstances beyond our control shall be charged at our standard rate. In situations where we feel that we cannot reasonably complete an order due to circumstances beyond our control, all work will be halted and work up to that point will be chargeable at our current standard rate.

An order or contract placement for goods and / or services will be deemed to have taken place upon:

- Verbal request and / or confirmation by telephone from the customer
- E – mail request received from the customer's known E – mail address requesting goods or services
- Receipt by us, of an order form in either electronic / paper or any other available format from the customer.

Our liability

We shall accept no responsibility for illegal use of equipment supplied by us including but not limited to illegal copying of DVDs, CDs, or any other copyrighted material.

We shall not be held liable for any attacks from the Internet or other sources successful or otherwise, on customer's computing or office equipment, software and networks howsoever caused. These may include but are not limited to, viruses, worms, Trojans, denial of service, ping of death ip – spoofing, spam, port scanning, theft of bandwidth or identity or any other type of computer based attack. We also accept no responsibility for customers not maintaining or updating hardware or software based equipment supplied by us unless supplied as part of an ongoing maintenance agreement.

We shall not be held responsible for misunderstanding by the customer of our products or services. Where the customer has received a product or service from us, and that product or service has been provided to a satisfactory standard and is fit for purpose and as advertised by us, that product or service shall be in full and final fulfilment of that order and payment will become due without exception. Should the customer feel that the product or service is not fit for purpose they may be directed to follow our complaints procedure.

Disclaimer - as 8086 IT solutions trading as 8086 IT solutions or any other trading name disclaims to the maximum extent permitted by law all representations, warranties (express or implied) regarding products, services, quantities, pricing, software, information, published on our web site, in our buying guides or in any other form or location. Data is constantly updated and therefore is not necessarily accurate, current or complete. Provision of the products, services, software, information is on an "as is" basis. In particular we disclaim without limitation, warranties of merchantability, fitness for purpose, non infringement. We will not be held responsible for any copyright, patent or other infringement by customers using our services.

Geographic area

We will gladly serve any customer deemed to be within the East Midlands area with our services, but reserve the right to refuse to supply these services at our discretion without explanation, based on geographic location, general suitability of the customer or any other reason.

Data Protection

In line with the data protection act, we agree not to sell on or publish in any way, information about or provided by our customers

Our commitment to our customers.

We aim to be the premier supplier of computer services to customers in the East – Midlands.

We will provide superior customer service and endeavour to make our services the best there are. We will explain our products and services in plain English and not confuse or baffle the customer with technical language or jargon -like terminology.

We shall endeavour to meet the needs of the customer and do our very best to accommodate those needs, And to be prompt friendly proactive and helpful to the customer.

Disputes

Any legal dispute will be settled with applicable UK laws. UK law shall prevail in any and all dealing with us.

Complaints

Any complaints may be addressed to

Complaints
8086 IT solutions
10 Radcliffe Gardens
Carlton
Nottingham
NG4 1SB

Complaints@8086solutions.net

All contracts are binding notwithstanding clauses within them.

We reserve the right to withdraw change or suspend any current offers or promotions at any time without notice.

These terms and condition supersede all previous and any other terms and conditions presented by ourselves or any third party.

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