

# ELF Ltd

**Trade only specialists in Manufacturers End of Line, Surplus & Second-User Computer Equipment**  
Units 17/18 Nimrod Way, East Dorset Trade Park, Wimborne, Dorset BH21 7SH  
Tel: 01202 865440 Fax: 01202 895986 Email: sales@elf.co.uk Web: [www.elf.co.uk](http://www.elf.co.uk)

## Terms of Business

### Pricing

All prices quoted are exclusive of delivery and VAT.

### Minimum Order

We accept orders for single or multiple items however, as a trade only wholesaler we cannot process orders for less than £100 + carriage & VAT.

### Payment

Payment is accepted by any of the following methods:

- Credit Card - 2.5% surcharge
- Debit Card - no surcharge
- Bank Transfer
- Company Cheque - 5 day clearance period
- Bankers Draft - for orders collected from our premises

Please note when paying by credit or debit card, for security reasons, we can only deliver to the cardholders registered address.

After we have completed three transactions we can offer a cheque on delivery payment option.

### Delivery

We offer a next day UK Mainland delivery service (Monday to Friday) for all stock items via our carrier, Initial City Link. Carriage is charged at £10 + Vat per consignment for up to 10kg, and £0.22p + Vat per kilo thereafter.

Saturday Delivery is available at additional cost.

For pallet deliveries we use Palletline who offer a next day service @ £45 + Vat.

Goods can, by prior arrangement, be collected from our warehouse at 17/18 Nimrod Way, East Dorset Trade Park, Wimborne, Dorset BH21 7SH.

### Drop Shipping

For online retailers we are able to offer a drop shipping service direct to the end user in unlabelled packaging or using a copy of customer supplied delivery note.

This service is only available for items paid for in advance by bank transfer.

The minimum order value applies (£100 + Carriage & Vat).

Please note that the products on our price list sell out very quickly and we are only able to hold items with pre-payment of a 20% non-refundable deposit.

### Warranty

All items are sold with a 30 day dead on arrival warranty as standard. Some products carry additional manufacturers warranty, which will be specified on our price list.

### Returns

In the event that you have a faulty item to return, please contact your account contact with the following information:

Product description, Fault description, Serial Number, Date of purchase

We will then issue a Returns Number which is valid for 7 days from date of issue.

If we are notified about the faulty goods within 7 days of purchase date we will collect and replace the items at our expense.

If the goods are outside the 7 day period the items will need to be returned to us whereupon we will repair or replace the items.