



## **Part Exchange Terms and Conditions**

These terms and conditions govern the part exchange process between Andromeda PC Gaming Ltd, hereinafter referred to as "we," "us," or "our," and the customer, hereinafter referred to as "you" or "your."

### 1. Eligibility:

1.1. To be eligible for part exchange, the item you wish to exchange must be in working condition and meet our acceptance criteria.

1.2. We reserve the right to refuse any item for part exchange at our discretion.

### 2. Valuation:

2.1. The valuation of the item for part exchange will be determined by us based on its condition, market value, and other relevant factors.

2.2. The valuation provided by us is final and non-negotiable.

### 3. Ownership and Condition:

3.1. You confirm that you are the lawful owner of the item presented for part exchange.

3.2. The item must be free from any outstanding finance, liens, or other encumbrances.

3.3. You agree that the item is presented in its current condition, and any misrepresentation of its condition may result in cancellation of the part exchange agreement.

### 4. Transfer of Ownership:

4.1. Upon acceptance of the part exchange offer, you agree to transfer ownership of the exchanged items with us.

4.2. Title of the exchanged item transfers to us upon acceptance of the part exchange offer.

4.3. Please note that the acceptance of the part exchange offer is contingent upon the part exchange items being received by us and passing all inspection processes. The finalisation of the part exchange agreement occurs only after the part exchange item has been received and deemed acceptable through our inspection processes.

## 5. Payment and Credits:

5.1. Any agreed-upon credit towards the purchase of a new item will be applied at the time of Purchase.

5.2. No cash equivalent will be provided for the part exchange item.

## 6. Dispute Resolution:

6.1. In the event of any disputes arising from the part exchange process, both parties agree to resolve the matter through negotiation and, if necessary, mediation.

## 7. Amendment and Termination:

7.1. We reserve the right to amend or modify these terms and conditions at any time without prior notice.

7.2. We reserve the right to terminate the part exchange process at any stage if you fail to comply with these terms and conditions.

## 8. Governing Law:

8.1. These terms and conditions shall be governed by and construed in accordance with the laws of the United Kingdom.

## 9. Shipping and Responsibility:

9.1. The part exchange item must be shipped with tracking via the courier designated by you.

All tracking information must be promptly provided to Andromeda PC Gaming Ltd at the email address: [info@andromedagaming.co.uk](mailto:info@andromedagaming.co.uk)

9.2 Failure to provide tracking information within 48 hours of accepting the part exchange offer shall constitute a material breach of contract, resulting in the automatic cancellation of all transactions between Andromeda PC Gaming Ltd and you.

9.3. We shall not be held liable for any loss or damage to the part exchange item during Transit.

9.4. It is your sole responsibility to ensure that the part exchange item is securely packaged to prevent damage during transit.

9.5. The customer acknowledges and agrees that any item lost in transit will automatically disqualify the value of the part exchange from the original sales agreement price.

Consequently, the customer shall be responsible for paying the outstanding balance left. Failure to fulfil this obligation will result in the automatic cancellation of the original sales agreement. However, no restocking fees for any new hardware will be applied.

## 10. Inspection Process:

10.1. The part exchange item will have to be received and tested by us before we release any product purchased in the original sales agreement.

10.2. We reserve the right to verify the condition and functionality of the part exchange item before finalising the part exchange agreement.

10.3. Any discrepancies found during the inspection process may result in a reassessment of the part exchange value or cancellation of the part exchange agreement.

10.4. The release of any purchased product is contingent upon the satisfactory inspection of the part exchange item.

10.5. Any purchase made for a new computer when a part exchange is included will lengthen the original 7 working day build time offered by us.

10.6 Any purchases made for a refurbished computer when a part exchange is included will delay the dispatch time offered by us until the part exchange item is received and all inspection processes passed.

## 11. Return Process:

11.1. If a part exchange is declined by us or cancelled by the you, the part exchange item will be returned in the original packaging it came from.

11.2. The return shipment will be uninsured, and we will not be liable for any loss or damage that may occur during transit.

11.2.1 The returned shipment will be tracked via our chosen courier and all relevant information will be forwarded to you.

11.2.3 The returned item will be photographed for our own and your records, before being packaged and dispatched back to you.

11.3. You acknowledge and agree that the return shipment of the part exchange item is at your own risk.

11.4. We will only use the packaging provided by you for the return shipment. If the original packaging is unusable upon receipt, we reserve the right to add additional packaging.

11.5 Images of the additional packaging will be provided to you if required.

11.6.1. We reserve the right to charge a restocking fee, including restocking fees charged by our suppliers for new hardware ordered from the original sales agreement, or any applicable return shipping costs incurred for declined or cancelled part exchange items.

11.6.2. The imposition of a restocking fee or return shipping costs shall be at our sole discretion and shall be communicated to you in writing.

11.7. In the event of a part exchange item being returned, you acknowledge and accept that any faults identified during the inspection process, or any faults, damage or loss that may arise subsequent to the completion of the return process, are not attributable to Andromeda PC Gaming Ltd. You expressly agree that Andromeda PC Gaming Ltd shall not be held liable for any potential faults, damage or loss of the returned item.

By proceeding with the part exchange process, you acknowledge that you have read, understood, and agreed to these terms and conditions.

For any questions or concerns, please contact us at [info@andromedagaming.co.uk](mailto:info@andromedagaming.co.uk) or call **01761 872475**