

Aapex IT

Terms & Conditions

(2025)

1. Formation Of Contract

These items and conditions shall be the sole terms and conditions of any sale of goods by Aapex IT and conditions on a customer's order form or similar document shall not be binding on Aapex IT. These conditions shall not be varied, waived, or added to without the written agreement of Aapex IT.

2. Orders And Delivery

Orders are accepted by Aapex IT subject to availability of goods for delivery. Aapex IT will use all reasonable efforts to meet delivery dates, but it shall not be liable for any consequential loss if it is delayed or prevented from delivering the goods. Completion of the order shall be deemed to have taken place upon transfer of the goods to the buyer's premises or to the buyer's named carrier. The risk in the goods shall pass to the buyer upon delivery.

3. Price Variation

The price payable for the goods shall be as stated in the order confirmation. Aapex IT reserves the right to amend the price prior to delivery to meet any rise or fall in costs beyond its control.

4. Value Added Tax

Aapex IT shall be entitled to charge the amount of any value Added Tax payable whether or not included on a quotation, price list or invoice.

5. Payment

Unless Aapex IT has agreed to credit terms in the case of any particular customer or payment has been made in advance payment shall become due when the goods are delivered.

6. Account Customers

In the case of agreed credit customers of Aapex IT payment shall be made by the customer no later than 30 calendar days from the date of invoice. If payment is not made when due Aapex IT may charge interest at a rate of 5% per month on the balance outstanding until payment is made in full and Aapex IT may refuse to make any further delivery of goods.

7. Title

Aapex IT shall retain title to the goods until it has received payment in full. The buyer shall store and maintain records of goods owned by Aapex IT so that they may be identified as the property of Aapex IT. In the event of the inability of the buyer to pay for the goods for whatever reason Aapex IT reserves the right to enter any premises where its goods are stored and to repossess and dispose of any goods owned by Aapex IT.

8. Warranty

Aapex IT provides a twelve (12) months new parts warranty on all general repairs. Computer health checks, Board level repairs, liquid damage repair and tablet/phone sales are covered for three (3) months. This warranty covers parts fitted and their functionality only. Additional faults found during or after service will be liable to additional costs. Faults resulting from misuse or accidental damage are NOT covered under our warranty and additional charges would be applied.

Aapex IT warrants that reconditioned (2nd hand) goods will be free from defects in materials and workmanship for a period of six (6) months from the date of delivery and Aapex IT will replace any goods which are found to be defective if the buyer makes a full inspection immediately upon delivery immediately informs Aapex IT of any defects it discovers within the three month period and if the goods have been used according to the recommended instructions of Aapex IT and the manufacturer.

Unless stated prior Aapex IT does not claim that any of the parts used during the service of your product are genuine manufacturer parts

As part of service, Aapex IT may install system software updates that will prevent your product from reverting to an earlier version of the system software. Third party applications installed on your product may not be compatible or work with your product as a result of the system software update. If the product was to fail during this process for a hardware / software defect issue Aapex IT will not be liable for any loss of data or use of the product

9. Liability

Aapex IT shall not be liable for any direct or indirect loss to the customer arising from third party claims occasioned by the delay in delivery or any other circumstances and shall not be liable to pay any more than the invoice value of the goods in respect of a claim brought by the customer against Aapex IT for loss, compensation or damage.

10. Cancellation Of Orders

Aapex IT shall be entitled to withhold delivery or cancel any order if the customer fails to pay any sum owing on the due date for payment on any other order in such event the customer shall be liable for not only the goods delivered but also for any additional costs suffered as a result of withholding delivery or canceling an order.

11. Force Majeure

Aapex IT shall not be liable for any breach of these terms or failure to deliver by reason of any of the following act of God, War, Riots, Strike, Lockout or other labour dispute, Fire, Flood, Drought, Legislation or any other cause beyond the control of Aapex IT.

12. Law And Jurisdiction

The construction, validity, and performance of the contact for the supply of goods is governed by the laws of England and the parties accept the jurisdiction of the English courts.

13. Repairs

Aapex IT will not actively wipe or delete data from devices, but Aapex IT shall be not liable for any data loss, and it is responsibility of the customer to make backups of their data before any work has started.

Aapex IT shall charge storage on equipment left longer than 6 Months @ £28 Per Week. Equipment left longer than 12 Months will have the data securely wiped and then sold or disposed of.

Please be advised your product will no longer be water resistant after ANY service, Aapex IT does NOT offer a water sealing process.

Providing your passcode/passwords to Aapex IT is optional, however this enables us to pre and post check your product allowing Aapex IT to fully diagnose, quote and service. If you choose not to divulge your passcode/password that is your right and Aapex IT will be unable to offer its full parts warranty on your product.

Timescales given to you via verbal or written communication are estimates and not promises. Aapex IT always aim to service your product within a reasonable timescale.

14. Security

Telephone calls may be recorded for Security purposes and may be monitored under Aapex IT quality control procedures.

Aapex IT are committed to ensuring the security and privacy of your information. A copy of our privacy notice is available upon request. If you wish to have any personal information that we store removed please contact us via email at info@appleservice.co.uk If you do not wish for us to store your information.