



26 Boscawen Street  
Truro  
TR1 2QQ  
01872 273215

## **Terms & Conditions**

### **FREQUENTLY ASKED QUESTIONS**

#### **1. What's your complaints procedure?**

- In the unlikely event that you have a complaint concerning Senso-Systems, please contact us either by email or telephone (01872) 273215. Your complaint will be personally dealt with by a manager at Senso-Systems and you will be informed during all stages of the complaints procedure. Please note that our customer service telephone line is manned from 9:30 a.m. to 5:30 p.m. Monday to Saturday. Outside of these hours please leave a message.

#### **2. Do your prices include VAT?**

- Yes, all of our prices shown in store are inclusive of VAT at 20%. For EEC countries the VAT rate also applies, so there is no change to prices. For all other countries (export) UK VAT will automatically be deducted from your order total.

#### **3. Do your products come with guarantees and warranties?**

- All of our products are brand new, boxed and come with the relevant manufacturer's warranty.

#### **4. You do you deliver internationally?**

- Yes, we deliver worldwide. Please send any enquiries about any potential delivery costs to [info@senso-systems.co.uk](mailto:info@senso-systems.co.uk) or call the store.

#### **5. What's your privacy policy?**

- We are committed to protecting your privacy. We will only use the information that we collect about you lawfully (in accordance with the Data Protection Act 1998) and the rigorous privacy requirements of the General Data Protection Regulation (GDPR) which took effect on 25th May 2018. We collect information about you for two reasons: firstly, to process your order and secondly, to provide you with the best possible service.
- We will not add your email address to our contact database unless you have already given us your consent.

## **6. What methods of payment do you accept?**

- We are authorised Credit Card Merchants accepting; Visa, Mastercard, Eurocard, Switch, Delta, and Solo. Payment can also be made via bank transfer to Senso-Systems.

## **RETURN POLICY**

Should you change your mind, we'll happily provide an exchange or refund providing the following conditions are met:

1. The item with the original Senso-Systems receipt is returned to Senso-Systems within 14 days of purchase;
2. The item has not been used and is in the original condition as purchased, including all packaging with original tags and labels attached.

Thank you for shopping with Senso-Systems.



Registered Address; 71 Trenoweth Road, Falmouth, TR11 5GH  
Company Registration number: 4564022  
Vat Registration number: 803 69 24 32