Remtek Systems Ltd.

**Terms & Conditions - applicable to D.S.A. students only**

Version 4.6

1. **PLACING YOUR ORDER**

*This section covers how to place your order, documents you will need to check, details you will need to confirm and a request that you confirm your agreement to these terms and conditions,*

1. **DELIVERY**

*This section covers how to arrange a delivery, this will normally either be a single timed appointment where your equipment will be delivered, set-up and we will conduct a familiarisation session or delivery only.*

1. **SETUP**

*This section explains what happens during the set-up of your equipment and what you should expect.*

1. **FAMILIARISATION**

*This section explains what familiarisation is and why you may need this service*

1. **WARRANTY**

*If you have been provided with a warranty from Remtek in addition to a standard manufacturer’s warranty this section gives a basic overview of your warranty. A separate warranty document will also be provided.*

1. **SUPPORT**

This section gives an overview of the after sales support we provide and how it will be provided.

1. **INSURANCE**

If you have been provided with insurance this section gives you an overview of the insurance and how to make a claim.

1. **COMPLAINTS**

*This section will give full details of our complaints procedure.*

1. **DISABILITY AWARNESS**
2. **LIABILITY EXCLUSIONS**
3. **DATA & DATA LOSS**
4. **TRAINING**

**PLACING YOU ORDER**

If you’re DSA funding is being processed by Student Finance England (SFE) or Student Finance Wales (SFW) we will need a copy of your DSA 2 letter. We are normally unable to proceed without this document. This can be sent to us in the following manner

1. by fax, to 0161 745 8343,
2. email to [orders@remtek-online.co.uk](mailto:orders@remtek-online.co.uk)
3. by post to Remtek Systems Limited, 42 Leslie Hough Way, Salford, M6 6AJ

If your DSA funding is not being processed by Student Finance England (SFE) or Student Finance Wales (SFW) you should telephone for guidance Remtek Systems Limited 0161 745 8353 or email to [orders@remtek-online.co.uk](mailto:orders@remtek-online.co.uk).  *For example you maybe an NHS student or your Disabled Student Allowance (DSA) is being funded in another way in this case you will not have been sent a DSA2 letter. In this situation you may be required to pay before arranging any delivery.*

*On receipt of all the appropriate paperwork i.e. a copy of your DSA2 letter we will acknowledge receipt of your DSA2 letter usually by email, or by post or by a method chosen by you. With this acknowledgment we will request that you review these terms and conditions. Processing of you order is based on you accepting these Terms and Conditions.*

*Shortly after receiving this acknowledgement you will receive another document asking that you contact us to place your order. This is usually done by telephone however if you wish to communicate by email please state this. You can delegate to a named third party if you prefer.*

*Currently, students who are awarded a computer will need to pay a £200 contribution to the cost of the computer. This will need to be paid before when arranging the delivery, setup and familiarisation. After payment is made, a receipted invoice will be produced.*

Because we do not choose or recommend your equipment or software we *are not responsible for the suitability of the equipment for your application or its intended use, therefore it is important that you check this document and if you have any queries you are required to contact us without delay This is usually done by telephone however if you wish to communicate by email please state this. You can delegate to a named third party if you prefer. After arranging the delivery, set up and familiarisation to a timed appointment or a delivery only according to your requirements we send to you a confirmation of the appointment day and time or despatch details.by email.*

*This confirmation will give you the final list of the agreed equipment.* Because we do not choose or recommend your equipment or software *we are not responsible for the suitability of the equipment for your application or its intended use therefore it is important that you further check both the items on the order and the delivery date and if applicable the time of delivery, set up and familiarisation. If you notice that there are any discrepancies, have any questions or wish to make any changes to the items on you order or change the delivery date or time you must contact us at once. This is your final opportunity to make changes after this we will prepare your computer system to you particular requirements and order any non-stock items for you.*

*We arrange this delivery set and installation on the basis that you have accepted these Terms and Conditions.*

*We will ask that you clear a space where the equipment can be set up or ask someone to help you. If you are awaiting delivery of a desk you may wish to delay installation of the equipment however we are pleased to set up the equipment where you require it.*

**DELIVERY**

We aim to deliver equipment by offering you a delivery date no later than 10 working days from the day that you contact us and you are in a position to arrange delivery. i.e. after all presales enquiries are resolved and any chargeable enhancement s or changes paid for or the funding agreed for them. We will need you to agree to these terms and condition at the latest before delivery is made.

You can choose a date outside that timescale but you will need to specifically ask for that.

*Delivery, set up and familiarisation option.*

*Our appointments are all made for a specific time with delivery, set up and familiarisation taking place at the same time.*

*We will arrive as close to the agreed time as possible and you will need to be available for 1 hour to 1.5 hours. Or a 2 hour appointment when specified. The above will be performed by one of our technicians specifically trained for that purpose. In order to ensure conformity to our standards we do not use third party installers. You should be available at the time of delivery in order to sign any documentation and have familiarisation on your equipment. We do not normally do training the same day as delivery and we will not offer this service to you. However you can request this and we can then make special arrangements outside our normal procedures for you to have this.*

*If due to unforeseen circumstances you are not available you can delegate to a named third party. We are unable to deliver to another person without prior arrangements made by you. It is therefore important that you contact us as soon as possible,*

*These Terms and Conditions will be place on your desktop.*

*Delivery only*

*Your order may only require delivery and this will usually be made by post or a courier service. In certain circumstances and at our discretion we reserve the right to deliver to a time appointment system. In this situation you should be available at the time of delivery in order to sign any documentation such as the equipment list. You can delegate to a named third party if you prefer.*

*We arrange this delivery on the basis that you accept these Terms and Conditions.*

**SETUP#**

All equipment is unpacked, connected and all the connections tested included network/ internet connection, if applicable.

**FAMILIARISATION**

Immediately after the equipment is set up we will demonstrate briefly the core & assistive technology and how that software and hardware interact .In addition to this we will give an overview of the operating system.

We will explain the importance of data back up and how to access after sales software and hardware support.

You will have the opportunity to ask any further questions.

**WARRANTY**

A separate warranty document will be loaded onto your computer; the following is intended to give you an overview of the key points only. You can request a paper copy of the full warranty document.

This warranty, if funded, is additional to any manufacturer warranty and is specifically tailored to DSA students. It does not cover manufacturers’ defects or what we consider to be normal wear and tear. It does not cover accidental or gross misuse

This warranty is the part of our support package which is intended to cover repairs which are not cause by accidental damage (which insurance would normally cover). Insurance is covered in another section,

You can expect that return-to- base repairs will be completed within three weeks.

After three working days in our workshop we will give you the option of having a loan computer

It is your responsibility to contact us promptly if you need warranty support. *You can delegate this to a named third party if you prefer.*

This warranty will usually cover your computer, printer/scanner and digital recorder. Certain other items may be covered by the warrant agreement or a by separate agreement. It is intended to last the full length of your course however it is your responsibility to check that it does and contact us before delivery if this does not appear to be the case,

Should you take breaks in your course either planned or unplanned you will need to check before you recommence your study that you still have warranty cover for the remainder of your course. If you are not covered or notice that your warranty will not cover you for the remainder of your course we may be able to extend your warranty. In this situation you should contact your assessment centre without delay.

*Warranties are not automatically renewed and it is your responsibility to confirm that it has been.*

*Remtek does not cover data loss however this has occurred.*

**SUPPORT**

During your warranty period while you are a student, Remtek will provide a comprehensive support package on hardware and software. It is designed around the need of disabled students.

It is only provided to students who have purchased a repair warranty.

This essential element of the support package we provide constitutes the majority of calls made to our technical help line

Support does not cover the repair of faulty equipment and is intended to cover situations which are not covered by your repair warranty.

Situations covered are where you may need help or advise on how to reinstall software or need to reinstall scanner or printer drivers. It may also cover specific advice on the use of assistive software.

Support will be given mostly given by on line support, telephone support is also an option and in some cases and at our discretion on-site support.

Support calls can be lengthy ones and you should make yourself available for the appropriate length of time. You can delegate to a named third party if you prefer.

Support can only be given on the computer or software you bought from us. At our discretion it can be provided on a new computer if supplied by ourselves. However the support we give will cease at the same time as original support package expired.

Support is only provided on the understanding that that you have backed up your data and that you accept that data loss can occur during a support call and will not hold Remtek responsible for and data loss.

**COMPLAINTS**

Our complaints policy is on our web site, if you have a timed delivery, set up and familiarisation the technician will show you where this is located on your computer. We can send to you a paper version on request and details can be found on our web site - remtek-online.co.uk.

The administrator will then pass the details of the issue to the appropriate section. The administrator of that section will acknowledge the complaint by email and/or post and if required contact you to obtain a full description of the issue. They will investigate the matter and reply to you not less than 5 working days and not more than 10 working days unless you have stated that the matter is urgent and we concur, where prompt action will be taken.

If you are not happy with the action taken to deal with your complaint send an email to [mark@remtek-online.co.uk](mailto:mark@remtek-online.co.uk) or write to Mark Farrar. Please provide as much information about the matter. The matter will be fully investigated and you will receive an answer in 10 working days.

If you are still not happy with our response you have the option of speaking to your disability officer at your university or your assessment centre. If this does not resolve the matter to your satisfaction you then have the option of raising the matter with DSA QAG our accreditation body who can further investigate if we have not followed correct procedures. DSA QAG will consult with all the other parties and make a final decision.

**DISABILITY AWARENESS**

All established staff are given general disability awareness training and further specialist disability awareness training according to the duties they are required to perform. However we are not given any details of your disability by your funding body, assessment centre or students support. You may wish inform us of your disability if you think it has any relevance to the service/s we provide. We specifically do not record this information permanently and you may need to inform our staff each time you contact us. We are very happy to tailor our services to suit your requirements. If this requires substantial adaptations to suit your particular needs we may need to contact your assessment centre for extra funding ether way we encourage to you contact us in these circumstances and discuss this.

**LIABILITY EXCLUSIONS**

It is a condition of you placing you order with us that you accept the following.

We are not responsible for any loss as a direct or indirect result of the equipment or the ancillary services we supply. It is a condition of accepting this equipment that you understand that faults can occur for a number of reasons and can occur at any time during the lifetime of the equipment.

**DATA & DATA LOSS**

It is a condition of you placing your order with us that you accept the following.

That we are not responsible for any data loss on your computer. It is entirely your responsibility to back up your data and we suggest that you do this on a regular basis on an external source, not only on the hard drive of your computer. Any repairs will be undertaken on the assumption that you have backed up your data. Any backup made by our technicians in the course of a repair is for your convenience If you have any data on your computer, which you value for any reason, you should back it up yourself before you contact our technician’s, for either a support call or reporting a fault and if you do not do this you accept that data loss could occur. Once your equipment leaves your premises (where it is you’re responsibly) the security of data cannot be guaranteed by any third party. While there is insurance cover for goods in transit and while on our premises this only applies to theft or damage to your equipment and does not cover data loss which is your responsibility to back up before it is collected.

During a warranty repair or support we will make all efforts to recover all course related data however this cannot be guaranteed. In accepting this equipment you accept that irrecoverable data loss can occur. The warranty and support package does not fund the use of a specialist data recovery company. In accepting this equipment you accept that it is your responsibility to back up data and if you do not, you accept that you could be responsible for the permanent loss of data.

**INSURANCE**

You may have been funded for insurance under your DSA. Insurance is not automatically funded. If you have any queries about the status of your insurance cover you should contact one of our administrators.

Remtek Systems Limited does not provide insurance but provide documents to a broker so that they can arrange insurance cover with an insurance company. This is to ensure that you will have cover from the day you receive the equipment.

You will be provided with a policy from the insurance company via the broker Nevett & Taylor, the following is a summary of the key facts. If you do not receive the policy shortly after delivery of your equipment please contact the broker directly.

Remtek Systems Limited has no contractual obligation or responsibility for your insurance other than providing a dedicated member of staff who is available to advise and help you with claims or queries with regard to your insurance cover

The following is provided as a guide for your convenience.

Insurance will be administrated by Nevett & Taylor, 7 Union Road, New Mills, SK22 3EL. The contact number for customer services and claims is 01663 747000 **emails:** [enquiries@nevettandtaylor.co.uk](mailto:enquiries@nevettandtaylor.co.uk) and [claims@nevettandtaylor.co.uk](mailto:claims@nevettandtaylor.co.uk)

This is a Zero excess policy which covers accidental damage, fire and theft and 3rd party malicious damage.

Exclusions include but are not limited to: Theft from unlocked/unsecured premises or vehicles, or if an item is lost or misplaced.

Claims need to be within 28 days of the occurrence of the insured event, notify the administrator. Full details of the claims procedure can be found in your policy document.

Loan equipment may be issued only after the insurance company agrees that there is a valid claim.

It is your responsibility to read and thoroughly understand the terms and conditions of your policy document please refer to your policy document.

The dedicate member of staff for insurance queries is Mr Phil Key. Email contact: [phil@remtek-online.co.uk](mailto:phil@remtek-online.co.uk) or by telephone 0161 745 8353

**TRAINING**

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Where Remtek is supplying the equipment, training can commence within 10 working days of delivery unless otherwise requested by the customer.

Training will be delivered face to face or via remote access. Training method will be specified by the student and/or by the assessor.

Training sessions will be limited to a maximum of one 2 hour session per day unless otherwise requested by the student. Email contact: [training@remtek-online.co.uk](mailto:training@remtek-online.co.uk)

The training coordinator at Remtek is Lisa Brook

REMTEK SYSTEMS LIMITED, 42 LESLIE HOUGH WAY, SALFORD, M6 6AJ

TEL 0161 745 8353 - FAX 0161 745 8353 general email admin@remtek-online.co.uk

**CONFIRMATION**

**I confirm that I have received and concur with Remtek Systems Limited - Terms and Conditions document**

**Name**

**…………………………………………………………….**

**Signature**

**…………………………………………………………….**