

You can order from Next Day Toner in any of the following ways:

on-line

by post

by telephone

by fax

- The confirmation e-mail sent on acceptance of an on-line order is acknowledgement of receipt of the order only, and is not necessarily a confirmation of availability of the product.
- We aim to despatch all goods within 24 hours of receipt of order. Most orders will be despatched on the same day for orders received before 3pm. Orders received at the weekend will be despatched the next working day. Standard Delivery is by 1st Class Recorded Post. Please note this is not a guaranteed next day service, allow up to 10 working days for delivery. We always send e-mail to the e-mail address you submitted to inform you when your order has been dispatched. If goods cannot be shipped within a reasonable time we will e-mail you to advise you of this and, if there is to be a delay, ask if you wish to continue with the transaction and offering you the opportunity to cancel or part-ship your order.

If you have received an e-mail informing you of the dispatch of goods you can be certain they are in transit. If you do not receive your goods within ten working days you should contact us. Over 40% of lost parcels are often just waiting to be collected from a neighbour or a local Royal Mail sorting office, so please check first. Compensation is limited to the cost of the goods ordered and will take the form of a replacement or a refund. If you do not notify us within 21 days of ordering that your goods have not been received, we cannot offer a refund or replacement.

Please ensure you enter a complete shipping address, i.e The address must include the street name and house number or unit number, town and/or city and FULL postcode – any deliveries that have not been received and do not contain a complete address will not be subject to refund or replacement.

- You have the right to cancel the order and reject the goods starting from the day of the contract and up to seven working days starting from the day after the goods have been received by you, the customer.
- nextdaytoner.co.uk reserves the right to cancel orders if we have insufficient stock to deliver the goods you have ordered; or we do not deliver to your area or country; or if one or more of the goods you ordered was listed with incorrect information including without limit price, and/or description for whatever reason; or if we have reason to believe that you will not comply with these Conditions of Use.
- If you choose to pay via Credit/Debit Card, your payment card will be debited as soon as you press the 'Authorise' button on the secure Credit Card payment window. Your order will be charged in Pounds Sterling (GBP) to your Credit/Debit Card once your order is placed.
- If you receive a faulty or damaged product within 14 days of purchase, nextdaytoner.co.uk will reimburse your return postal costs. The return postal cost of faulty items returned out with our 14-day return policy are paid by the customer.
- You can pay by MasterCard, Visa credit cards, as well as Switch, Solo and Delta debit cards. We also accept American Express cards.
- Order and credit card details are protected by SSL version 3, 128bit encryption.
- You may also pay by cheque, postal order.
- nextdaytoner.co.uk makes every effort to deliver all items within the stated time. In the case of late delivery please contact us by phone, e-mail or fax.
- If in the unlikely event that you are not satisfied with your purchase, i.e. if it is faulty, of unsatisfactory quality or was supplied in error by nextdaytoner.co.uk, you are entitled to a replacement product or a refund within 14 days of purchase. To return a product please go to your account by clicking on 'My Account', log in if you are not already logged in, and select the order that contains the product that you wish to return. Click the 'Request support for this product' link to request support for your product. We can escalate your support request to a return request if applicable.

IMPORTANT: PLEASE SEND RECORDED DELIVERY ONLY. The maximum postage refunded for any recorded item refunded will be £2.00. We will replace faulty product or refund back to a credit card if this is the option you select.

- **Data Protection:** We will use your details for fraud prevention purposes. We will check your details with fraud prevention agencies and if you give us false or inaccurate information and we suspect fraud, we will record this.
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We reserve the right to make changes to this site, disclaimers, and terms and conditions at any time

- These terms and conditions do not affect your statutory rights.

COMPLAINTS: To register a complaint, please contact nextdaytoner.co.uk using any of the methods listed on the 'Contact Us' page. Give details of your complaint including any relevant information such as dates, times etc.

- We endeavour to respond to all complaints within five working days.
- Every effort will be made to resolve complaints within as short a time as possible. Actual time will depend on nature of complaint and co-operation of third party, if applicable.
- You will be kept informed of progress throughout the process.
- Most complaints are resolved within 14 days.