

buyer's charter

Mail-order Protection Scheme

Hello, I'm Anthony George, your customer relations manager. My job is to assist you when things go wrong or when you have a complaint about advertisements in *What PC?* and *Software*. If you do encounter a problem, write to me with details of the complaint and I will contact you.

Anthony George
Customer relations manager



Rules about buying safely

1. Keep a copy of the original advertisement.
2. Keep copies of all correspondence, and if you speak on the phone make a note of who you spoke to.
3. On large orders, obtain a written quotation.
4. Wherever possible, pay with a personal credit card. All transactions over £100 should be covered by the card company's insurance scheme.
5. Does the price quoted include everything discussed? Is VAT extra?
6. Check how they will deliver and if times are guaranteed.
7. Is telephone support or on-site maintenance included in the price? If a return-to-base warranty can be extended, how much does it cost?
8. Check that all branded components are genuine.
9. Is the supplier reputable? Do they comply with BS5750 or ISO900? If in doubt, ask to see customer testimonials.



What PC? buyer's charter

When you purchase goods as a private individual reader from an advertisement appearing in this magazine, and pay in advance of delivery, and that supplier ceases to trade and subsequently goes into Receivership, Liquidation and/or Bankruptcy, you may be protected under our 'buyer's charter', providing you have:



1. Not received the goods for which you have paid, or had your money returned.
2. Followed all our guidelines when placing your order.
3. Retained a copy of the original advertisement, together with comprehensive proof of payment.
4. Submitted a detailed claim in writing to the magazine's customer relations manager not earlier than 28 days and not more than 3 months from the official on-sale date of the magazine from which the goods were ordered. For example, by the 15th of June for the April issue (which was on sale at the beginning of March).

The following limitations apply:

1. *What PC?* and *Software*'s liability under the buyer's charter will not exceed £2,000 in respect of any claim submitted by any one private individual reader or more than £100,000 in respect of claims in any one calendar year. Any additional payments are at the sole discretion of the Publisher.
2. The buyer's charter only applies to goods advertised in this magazine; it does not cover goods depicted in classified advertisements, loose inserts, catalogues or any other sales material obtained from any relevant advertiser, even if they are from the same supplier.
3. The buyer's charter will not safeguard any commercially oriented outlets, neither will it cover goods which are purchased outside Great Britain or any goods which are obtained for resale.

