

Terms and Conditions

1. Business Information

- 1.1. The business name is Reactive Audio Ltd.
- 1.2. Reactive Audio can be contacted:
 - a) by post at 651 Knutsford Road, Warrington, Cheshire WA4 1JJ
 - b) by email at paul@reactiveaudio.co.uk
- 1.3. In these terms and conditions the words "we" and "our" refer to Reactive Audio (the seller) and the words "you" and "your" refer to you (the purchaser).
- 1.4. The business trades only as Reactive Audio.

2. Description of the Goods

- 2.1. The goods for sale are described on our website and in our printed material.
- 2.2. The prices displayed on our website and in our printed material exclude all taxes. We are VAT registered at a rate of 17.5%
- 2.3. Delivery costs are shown separately on our printed material.
- 2.4. Prices will be valid for at least 30 days from the date of quotation unless another date is shown. Prices shown in our printed material will be valid until the date shown on that material.

3. Ordering and Payment

- 3.1. Equipment costs are payable on order. Audio is strictly 30 days after we supply to you, unless otherwise specified or agreed. Cheques should be made payable to 'Reactive Audio Ltd'
- 3.2. Non payment of invoice may be subject to incurring interest on amount owing.
- 3.3. VAT is payable on all our products at the standard rate of 17.5%.
- 3.4. Payment must be made in accordance with our company policy. We will not dispatch any goods until we have received your payment.
- 3.5. If you provide an email address we will acknowledge receipt of your order to that email address. If you do not provide an email address on your order form we will post an acknowledgement if we are unable to dispatch the goods within 14 days.

4. Delivery

- 4.1. We will deliver the goods to the addresses you have given on the order form. You may have to sign for the goods when they are delivered.
- 4.2. We will normally dispatch goods within 2 days of receiving your order and your payment.
- 4.3. If we are unable to dispatch goods within 30 days of receiving your order and your payment we will cancel your order and we will refund any money paid.
- 4.4. We will not supply substitutes if any goods ordered are not available.

5. Cancelling your Order and Return of Unwanted Goods

- 5.1. Once you have signed your order, this is a contract for the supply of services between both parties. Any work that is carried out after

receipt of order will be charged for and cannot be refunded.

6. Faulty Goods

- 6.1. If the goods are faulty when delivered you should return them to us with a description of the fault and indicating if you would like us to replace the goods or refund your money. We recommend that you use a signed-for delivery service.
- 6.2. If you request replacement goods we will replace the faulty goods with a new version of the same product. We will also refund the cost of you returning the faulty goods to us, up to a maximum equivalent to Post Office "Recorded Signed For" service. If we are unable to supply replacement goods within 30 days we will provide a refund.
- 6.3. If you request a refund we will refund the money you paid for the goods. We will also refund the cost of you returning the faulty goods to us, up to a maximum equivalent to Post Office "Recorded Signed For" service.
- 6.4. If you request a refund you must return any vouchers or other items which were included with the goods or the value of these items will be deducted from the refund.

7. Warranty

- 7.1. If the goods become faulty within 36 months of purchase we will replace them. You must return them to us with a description of the fault. We recommend that you use a signed-for delivery service such as the Post Office "Recorded Signed For" service.
- 7.2. We will replace faulty goods with an identical item. If we are unable to do so within 30 days, we will refund your money.

8. Copyright

- 8.1. All audio created by Reactive Audio remains the copyright of Reactive Audio Ltd. All CD's (audio content and designs) mp3 files, .wav files, DVDs and other materials supplied by us are covered by copyright. Duplication/copying of any kind is strictly prohibited. The copyright is owned by us, or we may have permission to use other material from the copyright holder.
- 8.2. You may use the items purchased only for the means they were created. For example, on hold audio cannot be used for website, without prior written agreement.
- 8.3. You must NOT broadcast any material or show it at any meeting or presentation without permission from us.

9. Legal

- 9.1. We are based in England and we conduct our business in English.
- 9.2. When you place an order with us you agree to these terms and condition and you agree to the exclusive jurisdiction of the English Courts in all disputes.