

Conditions of Sale & Terms of Business

Effective Date: 5 September 2026

Website: www.wowitworks.co.uk

These Terms and Conditions ("Terms") govern the sale of goods, supply of IT services, network deployment, repair services, subscription plans, and website design provided by **WOW IT Works Ltd** ("we", "us", "our") to consumers and business clients ("you", "Customer").

1. Company Information

- **Full Registered Name:** WOW IT Works Ltd
- **Company Registration Number (CRN):** 16406745 (Registered in England and Wales)
- **Registered Address:** 25 Dimond St, Pembroke Dock, Pembrokeshire, Wales, SA72 6BT
- **Email:** info@wowitworks.co.uk | **Phone:** 01646 476119

2. Application & Customer Types

2.1. These Terms apply to both **Consumers** (individual customers buying for personal use) and **Business Customers** (commercial entities).

2.2. Where specific clauses apply solely to Consumers or Businesses, it will be explicitly stated.

3. Payment Terms & Retention of Control

3.1. **Upfront Payment Requirement:** Unless explicitly agreed otherwise in writing, all hardware sales, services, web design, and repair work must be paid in full upfront prior to dispatch, installation, or release.

3.2. **Investigative / Diagnostic Fee:** Where a repair or job requires initial diagnosis, an upfront non-refundable fee of **£30** is payable. This £30 fee will be credited towards the total final invoice upon completion of the work.

3.3. **Retention of Devices & Goods (Lien):** No hardware, repaired devices, recovered data, or completed work products will be released, returned, or handed over until all outstanding balances are settled in full.

3.4. On-Site & Network Deployment Billing:

- On-site engineering work (CCTV, network setup, IT support) is charged at **£100 per hour**.
- Time billing commences from the moment our technician departs our premises at 25 Dimond St.

- An initial estimate based on expected duration must be paid upfront prior to the visit. Any additional time or materials required beyond the initial estimate will be invoiced and **must be paid by the next working day**.

4. Subscription Plans (Club WOW)

4.1. Club WOW plans are billed automatically on a recurring monthly basis via Direct Debit or authorized payment card.

4.2. **Support & Installations:** Active subscribers receive extended support coverage for installations completed during their active subscription term (subject to Section 6).

4.3. Cancellation of subscription plans requires 30 days' written notice prior to the next billing cycle.

5. Delivery, Shipping & On-Site Visits

5.1. **Hardware Delivery:** Physical goods ordered for nationwide delivery will be shipped via courier. Shipping timescales provided are estimates. Risk of loss passes to the Customer upon courier delivery.

5.2. **On-Site Services:** On-site visits do not incur a separate mileage charge; however, travel time is included in the hourly rate billing as set out in Clause 3.4.

6. Warranties, Exclusions & Tampering

6.1. **Hardware & Refurbished Goods (12-Month RTB):** All brand-new, used, and refurbished hardware purchased from us carries a **12-month Return to Base (RTB) Warranty**. Warranty claims will either be handled directly by us or forwarded to the original manufacturer.

6.2. Installation Services Warranty:

- On-site installations (CCTV, network deployment) are covered by a **1-year support package** if the Customer maintains an active installation support subscription.
- Non-subscribed customers receive a **30-day warranty** on installation labor.

6.3. Warranty Exclusions:

- **Software:** We do **not** provide any warranty on software, operating system stability, malware removal, or third-party applications.
- **Accidental Damage & Misuse:** Water damage, liquid ingress, drop damage, power surges, or user error are strictly excluded from warranty coverage.
- **Tampering & Warranty Seals:** All devices repaired or sold by us may feature security warranty stickers. Warranty coverage is immediately voided if warranty stickers are broken, missing, or altered, or if there are any signs of unauthorized modification, internal inspection, or physical tampering.

7. Data Recovery Disclaimer & Storage Medium Requirement

7.1. Risk Acknowledgment: Data recovery is inherently complex. You acknowledge and accept that 100% data recovery is **never guaranteed**, and attempting data recovery carries an unavoidable risk of further data loss or permanent drive failure.

7.2. Required Destination Medium: To complete a data recovery job, the Customer **must purchase a new storage medium** (e.g., external SSD/HDD) directly from WOW IT Works Ltd of appropriate capacity to receive the extracted data before the data is handed over. We do not accept customer-provided destination media for recovered data transfer due to integrity and security reasons.

8. Consumer Right to Cancel (Distance Selling Regulations)

8.1. 14-Day Cooling-Off Period (Consumers Only): Under the *Consumer Contracts Regulations 2013*, Consumer clients purchasing hardware or services remotely (online, phone, or email) have the right to cancel their order within 14 days without giving a reason.

8.2. Services Commenced Within 14 Days: If you request us to begin emergency IT repair or on-site work within the 14-day cancellation period, you acknowledge that you waive your right to cancel once the service has been fully performed, or agree to pay for services delivered up to the point of cancellation.

8.3. Exclusions from Cancellation: Custom-built hardware, tailored web design work, and unsealed software licenses are exempt from statutory cooling-off rights once work has commenced or unsealed.

9. Limitation of Liability

9.1. Business Customers: To the maximum extent permitted by UK law, our total liability for any claim arising out of or in connection with the supply of goods or services shall not exceed the total amount paid by you for the specific job or product. We shall not be liable for any loss of profit, business interruption, or indirect losses.

9.2. Data Backup Responsibility: Unless specifically contracted for managed backup services, it is the Customer's sole responsibility to back up all data, files, and operating systems prior to handing over any device for repair or service.

10. Governing Law & Jurisdiction

These Terms are governed by and construed in accordance with the laws of **England and Wales**. Any disputes arising under these Terms shall be subject to the exclusive jurisdiction of the courts of England and Wales.