

iGate.ie

Customer Application Form



We  our
customers

www.igate.ie

COMPANY DETAILS

Company Name _____
 Trading Name (if Different) _____
 Address _____

 Directors Names _____
 Registered Number _____ Date of Incorporation _____
 Registered in Republic of Ireland Yes No
 (Please tick and indicate where registered, if not ROI)
 Vat Number _____ VAT Exempt
 (Please provide a 13B form if you are exempt)
 Credit Limit Required (Approx Monthly Spend) € _____

CONTACT DETAILS

Main Telephone _____
 Website _____
 Delivery Address _____

 Billing Address (if different) _____

 Purchasing Name _____ Email _____
 Accounts Name _____ Email _____
 Would you like to be added to our Customer Birthday List? Yes No
 Every year on your birthday, we would love to send you a free gift!
 If you want to be part of our Birthday Experience please fill in your details. Day Month

TRADE REFERENCES

Credit Trade References
 (these are companies you have held credit facilities with for a least 2 years of continuous trading and whose credit limit is at least that required with Medray.)

Company-1 _____
 Address _____
 Contact Name _____ Telephone _____
 Email _____

Company-1 _____
 Address _____
 Contact Name _____ Telephone _____
 Email _____

IGate Technologies trading as IGate.ie
TERMS & CONDITIONS OF SALE

1. Application

These Terms govern the sale by IGate Technologies Ltd to you of Products for which you place an order that is accepted by us. Note that our catalogues and websites are intended for business users only, and we reserve the right to refuse service and cancel orders to non-business customers. No other terms and conditions shall apply. Your acceptance of the Products shall be deemed to constitute acceptance of these Terms.

2. Orders

You can order anytime at www.igateoffice.ie or by phone to 01 5540101 Our lines are open Monday to Friday 9am to 5pm. Although we aim to process all orders same day, if you order after 4pm or at the weekend please assume that delivery will be as if your order had been placed the next working day.

By placing an order you warrant that you are a business user. All orders placed by you are subject to acceptance by IGATE TECHNOLOGIES LTD. IGATE TECHNOLOGIES LTD reserves the right to revise prices, limit quantities, correct errors in its catalogue and refuse orders at its discretion including, without limitation, orders from distributors, dealers and warehouse stores, or orders in a size that are unlikely to be for business purposes.

If an error is discovered in the price of the goods that you have ordered, we will inform you as soon as possible. In the event that you order an item and the price published on the Site is incorrect for any reason, we will contact you upon discovery of the error to let you know the correct price and ask you whether you still wish us to fulfil your order at this price. We shall be under no obligation to fulfil an order for a product which was advertised at an incorrect price. Should we have fulfilled the order before discovering the error, we reserve the right to take back the goods and refund you the purchase price or charge you the correct amount.

Except as may otherwise be permitted by applicable law, you may not cancel an order which IGATE TECHNOLOGIES LTD has accepted without the agreement in writing of IGATE TECHNOLOGIES LTD, which requirement may be waived by IGATE TECHNOLOGIES LTD from time to time in its sole discretion. Prices are exclusive of VAT at 23% (subject to government alterations). Ownership and title remains with IGATE TECHNOLOGIES LTD until full payment for products has been received.

3. Delivery

Because we know how important it is to get the supplies you need, we aim (but do not guarantee) to deliver all orders the next working day, although certain items such as furniture may take longer (see below). Orders placed Monday to Thursday will be delivered the next working day. Orders received on Friday will be delivered the following Monday and orders placed at the weekend will be delivered the following Tuesday. Customers will be advised at time of order if this is the case. IGATE TECHNOLOGIES LTD cannot be held responsible for any consequential loss due to late or non-delivery.

Note that oversized or bulky items may require additional delivery time and some products are delivered to customers directly by the manufacturer and some manufacturers are unable to deliver outside of the UK mainland; IGATE TECHNOLOGIES LTD shall endeavour to inform you of extended delivery times at the time you place your order. In any case, IGATE TECHNOLOGIES LTD shall not be liable for any cost or damage caused by late or non-delivery of the Products. Any delay in delivery of the Products shall not give you a right to reject the Products or cancel your order. IGATE TECHNOLOGIES LTD reserves the right to deliver the Products in instalments.

Delivery times are between 9.00 am and 5.00 pm. We cannot specify an exact time when we will deliver. The delivery driver needs to obtain a signature for all parcels. If you are unavailable to accept delivery, your order may be left with a neighbour if they are willing to sign for it.

Timescales for furniture deliveries are usually between 3 and 5 working days, although certain ranges may take up to 3 weeks. Please note that delivery days quoted are working days, and for some areas delivery could take longer. Also additional carriage costs may apply to these areas. For further information on carriage costs or delivery timescales, please contact Customer Services on 01-5540101 Information regarding assembly services can be found on individual furniture ranges. Please note the use of an electric screwdriver for the assembly of chairs will void your guarantee.

4. Payment

Visa, Mastercard & Laser Cards are all securely accepted. Orders placed by EFT (Electronic Funds Transfer) will require 1-5 days for funds to clear before goods will be despatched.

Unless you are a IGATE TECHNOLOGIES LTD Credit Account Holder, you must pay for the Products at the time you place your order. If you are an account holder, please be aware that under Irish laws, we are entitled to levy interest and a late payment compensation fee on overdue debts. Credit accounts are not available for first time orders. If paying by credit card on an order and you require the goods to be delivered to an alternate address other than that which your credit card is registered to, we may need to verify your details before we can process your order. IGATE TECHNOLOGIES LTD reserves the right, by giving you notice at the time you place your order, to increase the price of the Products to reflect any increase in the cost to IGATE TECHNOLOGIES LTD which is due to any factor beyond its control.

5. Returns

You may return items within a 7 day period of the date the order was placed for a full refund less shipping.

However, if you are returning unwanted items after the 7 day threshold, you may only receive a partial credit of 75% of the original item value. Please see Delivery & Returns Section for full details.

All unwanted goods for return must be unused, complete, and in as new condition and in their original and unmarked packaging (not resealed with brown tape). Once the goods have been received back into our warehouse and their condition checked, you will receive your credit, either in the form of a credit note or direct to your credit card, if that was how you purchased the goods originally. If they are not in a suitable condition, we reserve the right to refuse issuing a credit. Products such as laptops, selected business machines and software (provided they are unopened and unused only) are excluded from our standard returns policy. Food and drink, made-to-order and personalised items are also non-returnable at any time.

6. Damaged, Missing or Faulty Items

If any items are damaged or missing from your order, please contact us within 24 hours of your delivery on 01-5540101 We will investigate your claim and if acceptable, either directly replace the item or issue a credit

6b. Compatible Toner Quality Guarantee

Manufacture of all Compatible Toner branded products is quality controlled to guarantee optimum cartridge performance every time. All Compatible Toner products carry a 12 month warranty covering workmanship and materials. Any product found to be faulty by the end user during that time will be replaced free of charge or a full refund offered. The warranty covers only those defects which arise as a result of normal product use. If any Compatible Toner branded product exclusively causes damage to a customer's printer or other machine, we guarantee to repair or replace the equipment at our cost subject to receipt of satisfactory evidence from a reputable service company. See note below regarding authorisation.

This warranty is effective from the time that the machine in question is returned to Compatible Toner under our returns procedure, enclosing an official quotation for the associated repair/replacement costs.

We reserve the right to inspect the damaged or faulty equipment prior to granting authorisation for repair or replacement. Limitations of this guarantee: Liability is limited to reimbursement or replacement as detailed above. The warranty is exclusive and in lieu of all other warranties, expressed or implied, including warranties of merchantability and fitness for a particular purpose.

7. Warranty

All products purchased through IGATE TECHNOLOGIES LTD benefit from the manufacturers warranty or guarantee, if any. Legally, this clause only applies to business customers. Please note that the use of an electric screwdriver for the assembly of chairs will void your guarantee.

8. Liability

Nothing in these Terms shall exclude or limit IGATE TECHNOLOGIES LTD liability for fraud or for death or personal injury caused by its negligence or any other liability to the extent that the same may not be excluded or limited as a matter of law. Without prejudice to the previous sentence, IGATE TECHNOLOGIES LTD shall not be liable for any loss of income or profits or for any indirect or consequential loss or damage of any kind whatsoever arising and whether caused by the negligence of IGATE TECHNOLOGIES LTD, its breach or non-performance or any of its obligations under these Terms or otherwise. These Terms set out the full extent of IGATE TECHNOLOGIES LTD obligations and liabilities in respect of the sale of the Products. In particular there are no conditions, warranties or other terms, expressed or implied, as to satisfactory quality, fitness for a particular purpose or of any other kind whatsoever, that are binding on IGATE TECHNOLOGIES LTD except as specifically stated in these Terms. Any condition, warranty or other term concerning the sale of the Products, which might otherwise be implied into or incorporated within these Terms, whether by statute, common law or otherwise, is excluded to the fullest extent permitted by law. If you are a consumer the exclusion of terms implied by law will not apply to you.

9. General

IGATE TECHNOLOGIES LTD shall not be liable to you for any loss or damage which you might suffer arising from IGATE TECHNOLOGIES LTD delay in fulfilling or failure to fulfil any of its obligations under these Terms to the extent that such delay or failure is caused by any circumstance beyond IGATE TECHNOLOGIES LTD reasonable control. If due to such circumstances or events IGATE TECHNOLOGIES LTD has insufficient stocks to meet all its orders, IGATE TECHNOLOGIES LTD may apportion available stocks between its customers at its sole discretion. These Terms and any terms appearing on any order form to which these Terms apply constitute the entire agreement between you and IGATE TECHNOLOGIES LTD relating to the Products. The failure of IGATE TECHNOLOGIES LTD or you to enforce any of these Terms does not constitute a waiver of that term and shall in no way affect the right later to enforce the term. The invalidity or unenforceability of any clause of these Terms shall not adversely affect the validity or enforceability of the remaining provisions. No amendment, variation or addition to these Terms shall be binding unless agreed to in writing by an authorised representative of IGATE TECHNOLOGIES LTD. IGATE TECHNOLOGIES LTD may transfer any contract with you concluded on these Terms or any of its rights or obligations under any such contract. These Terms will be construed in accordance with the laws of The Republic of Ireland and any disputes shall be settled by the Irish courts.

10. Defined Terms

"IGATE TECHNOLOGIES LTD" means IGate Technologies Ltd, whose head office is Unit G1 Centrepoint, Rosemount Business Park, Ballycoolin, D.11. and. "Terms" means these terms and conditions of sale. "Products" means any products listed in this catalogue for which you place an order which is accepted by IGATE TECHNOLOGIES LTD. "You" means you, the customer.

11. Promotions & Discounts codes.

The following Products are exempt from any special offer prices, Discount Promo Code etc. Postage Stamps, A4 Copier Paper, Tea, Coffee

12. Reward Points

Customers who operate outside their credit terms agreement with IGATE TECHNOLOGIES LTD are exempt from redeeming reward points for free gifts. Accounts must be up to date to avail of the rewards points scheme. For more information on the Reward Points terms and conditions, please call us on 01 554 0101.

Signed _____ Date _____

