

# Terms and Conditions

## ***New BroadBand Service***

### **Activation:**

Once ordered, BroadBand services are activated remotely at your local BT exchange. Following activation, a 'Filter', or 'Splitter' is required on each socket to enable your standard phones to operate. One of these will be sent to you PRIOR to activation and ahead of the AbbiTalk engineers visit.

## ***Existing BroadBand Service***

Existing BroadBand Services are not affected

## ***AbbiTalk Product Installation.***

### **Order confirmation & Notification of Installation Date**

AbbiTalk undertake to provide notification of a target installation date within 3 working days of receipt of order, contact will be via your preferred method of communication.

### **Installation Details**

- Installation will be carried out by an AbbiTalk trained engineer, on a pre-arranged day.
- A morning or afternoon timeslot will be allocated for each installation, and the engineer will make contact on the day of installation and provide a more precise time of arrival.
- All products are high quality and where appropriate are BS approved.
- Installation typically takes between thirty minutes and an hour to complete.

### **Aborted Visit**

When notice has been given of a visit, and a time agreed, AbbiTalk reserve the right to charge in the event that access to premises cannot be provided or a representative is not available to 'sign off' and approve the installation. The charge will be at our standard 'repeat visit' rate of £65.00 +VAT

### ***Order Cancellation Policy:***

Order cancellation must be advised, by email or phone, within 48 hours of your scheduled installation date. After this time AbbiTalk will, unfortunately, have to make a 10% administration charge. This will be deducted from your return payment.

### ***Refunds***

A full refund will be made on orders cancelled more than 48 hours before scheduled installation date. Please allow 14 working days following order cancellation, for monies to be returned.

Refunds cannot be made after AbbiTalk products have been installed. AbbiTalk prides itself on impeccable customer service and high levels of satisfaction. AbbiTalk will always attempt to resolve any product or service issues that arise.

If for any reason you are dissatisfied with any aspect of AbbiTalk products or service, you should call AbbiTalk on 01293 871 497.