

Please note that there are no retail facilities at our Peterborough or London offices.

You can order products:

Online

Visit our web shop at www.actiononhearingloss.org.uk/shop Select your product, add to basket and follow the instructions for payment - it really is the simplest option.

By telephone or textphone

You can contact our Customer Service Team with any enquiry or to place an order. You will need your order and credit card details (including the name and address of the card holder). We accept Visa, Mastercard and Maestro. Please be aware that orders requiring VAT exemption can only be processed if the signed VAT exemption certificate on the delivery note that you will receive is forwarded to our address within seven days.

Telephone **01733 361199**

Textphone **01733 238020**

Text Relay **18001 01733 361199**

By post

Fill in the order form and VAT exemption certificate (if applicable). Include your credit card details or enclose your cheque or postal order made payable to 'Action on Hearing Loss' and post it to the address below:

Action on Hearing Loss - Products Team FREEPOST*

**1 Haddonbrook Business Centre
Fallodan Road
Orton Southgate
Peterborough
PE2 6XH**

Please note that using Freepost can delay receipt of your order by up to five days. If you use a stamp, it not only saves us money but also speeds up the delivery of your order - just leave out 'FREEPOST' when you use the address above. ***Not to be used for parcels.**

By fax

Fill in the order form, VAT exemption certificate (if applicable) and credit card details and fax them to: **01733 361161.**

Our 28-day money back guarantee means you can try products safe in the knowledge that you can get a refund if they are not suitable.

You will also be supporting our essential work with other people who have a hearing loss through your purchase.

Can your doctor or social services help?

Your local social services department may be able to supply you with some of the products we sell, so it may be worth contacting your local office to see whether they can help. We also recommend that you consult your GP about any undiagnosed hearing difficulty.

Do you need to pay VAT?

If you are deaf or hard of hearing then you may be eligible for VAT exemption. Not all the products in this catalogue are exempt from VAT. Where only one price is shown then the product is not exempt and you have to pay the full amount. Where two prices are shown and you are VAT exempt, you can complete the exemption certificate and pay only the exempt price. Please note that postage is not exempt.

If you are not sure whether you are eligible to receive goods or services zero rated for VAT, read notice 701/7 VAT reliefs for disabled people at www.hmrc.gov.uk or call the VAT Helpline on **0845 010 9000**. There are penalties for making false declarations.

Please note: For your own safety we highly recommend you read all instructions provided carefully before using any products.

112 VAT exemption certificate

Account Number (if known)

Please note there are penalties for making false declarations.

If you have a hearing loss, you could claim VAT exemption on some specifically designed products by completing this form. If you are in any doubt as to whether you are eligible to receive goods or services zero-rated for VAT you should consult Notice 701/7 VAT reliefs for disabled people at **www.hmrc.gov.uk** or contact the VAT Helpline on **0845 010 9000** before signing this declaration.

I (full name)

of (address)

Declare that:

- I have a hearing loss and am receiving from Action on Hearing Loss, 1 Haddonbrook Business Centre, Orton Southgate, Peterborough, PE2 6YX, the goods detailed overleaf which are being supplied to me for my own domestic or personal use and I claim relief from value added tax.

Signature

Date

Please let us know how you heard of the Action on Hearing Loss Products Team:

- | | | | |
|--|--|------------|----------------------|
| <input type="checkbox"/> Audiologist/hearing therapist | <input type="checkbox"/> Website | Which one? | <input type="text"/> |
| <input type="checkbox"/> Doctor's surgery | <input type="checkbox"/> Advertisement | Which one? | <input type="text"/> |
| <input type="checkbox"/> Access/resource centre | <input type="checkbox"/> Exhibition | Which one? | <input type="text"/> |
| <input type="checkbox"/> Social worker | <input type="checkbox"/> Solutions | Which one? | <input type="text"/> |
| <input type="checkbox"/> Friends/relations | <input type="checkbox"/> Other | Which one? | <input type="text"/> |
| <input type="checkbox"/> Work | | | |
| <input type="checkbox"/> Action on Hearing Loss Outreach/Hear to Help worker | | | |

Data protection

Action on Hearing Loss complies with its obligations under the Data Protection Act 1998. By completing the order form (and, as appropriate, the VAT Exemption Certificate) you consent to Action on Hearing Loss recording and sharing the information provided but only for the purposes of fulfilling this agreement.

- We would like to send you future editions of our Solutions catalogue and to keep you informed about new products and services that we can provide. If you would **prefer not** to be contacted in this way please tick this box.
- If you would **prefer** to receive this information by email please tick this box and provide your email address:

These terms and conditions are available in Braille and larger print on request. Please contact Customer Service (details on page 111)

1 Parties: **a** In these terms and conditions: 'you' or 'your' means the person ordering a product or products published in this catalogue; and 'we', 'us' or 'our' means Action on Hearing Loss. **b** These terms and conditions apply to any order you place for products published in this catalogue. You should also read the 'How to order' section, the 'order form' and 'Do you need to pay VAT?' on page 110.

2 Products and orders: **a** To place an order with us, please follow the instructions contained in the 'How to order' section on page 110. **b** Any order you place with us is an offer from you to buy products. We accept that offer when we receive your payment, not before. **c** If we cannot provide the products you order, we will give you the option to cancel your order or receive an alternative. If necessary we may cancel your order, or you may cancel it before we have sent the products to you (see clause 6). **d** We may substitute or change the exact details of products at any time. We will try and tell you about changes that affect your order before we send the products to you. If we send the products to you, you can return them to us under our 28-day money-back guarantee (see clause 7).

3 Price and payment: **a** The prices given in this catalogue were correct at the time of printing. **b** Prices shown do not include the cost of postage and packing. **c** We may change prices at any time, but we will tell you about any change in the prices of any products you have ordered or the cost of the postage and packing before we send the products to you. We will give you the option to cancel your order. **d** You can pay for your products using any one of the methods shown on the 'order form' on page 111. When paying by credit card or debit card, the person placing the order must be the credit card or debit card holder or have the credit or debit card holder's authorisation. If the credit card or debit card holder later denies authorisation, you may be charged with a criminal offence. **e** Prices shown include VAT (the rate will be as issued by the government at the time of purchase unless we say otherwise). Please read 'Do you need to pay VAT?' on page 110.

4 Delivery: **a** We will make every effort to deliver products to you within 14 days. However, delivery times quoted are estimates and we cannot be held responsible for any failure to deliver within any quoted delivery time. **b** If products are not delivered within 14 days, you will be entitled to a full refund (including the cost of any postage and packing). **c** We will always deliver products to you or contact you at the address you have given on page 107, unless you tell us otherwise.

5 Non-delivery, shortages or damage claims: **a** If the

products you receive are damaged in transit, you must tell us in writing within seven days of receiving the products. We will send you a replacement order but you must return the damaged products, together with all the packaging for us to inspect. We will refund the postage and packing costs of you returning the products. **b** If you do not receive your products within 10 days of the date of the invoice, tell us immediately and no later than 14 days after the date of the invoice. **c** As long as you meet the conditions set out in this clause, and the products you return prove to be damaged, faulty or incomplete, we will replace these products. However, please remember that we will not have to make good any shortage, damage or fault if you fail to notify us as specified.

6 Cancellations and returns: **a** If you want to cancel an order, please let us know in writing within seven working days by post, fax or email. **b** If you cancel an order, or return it within seven working days, you will be given a full refund (including the original costs of any postage and packing costs paid) as long as we receive the cancellation not later than seven working days after the date you placed or received the order. Also see Clause 7. **c** If we have already despatched your order, you will be responsible for the return postage. **d All returns must be sent with a filled-in returns form, enclosed with the product.** Extra copies are available on request or from our website at www.actiononhearingloss.org.uk If you do not send us a returns form, we may not be able to process your return quickly or at all. **e** We cannot be held responsible for any products you return until we receive them. We recommend you get proof, from the post office, that you have posted the products to us. **f** We try our best to make sure that we process returns within 10 working days of receiving them. Please remember that products returned using Royal Mail can take up to 14 days to reach us.

7 Money-back guarantee: **a** We have a 28-day money-back guarantee. This guarantee may exclude certain products for health and safety reasons so please check the catalogue carefully before returning any products to us. **b You will need to return products which the guarantee applies to with their original packaging with any instruction sheets and in an 'as new' condition.** We will then exchange the products or give you a refund on the product only. **c** If you return products that are not 'as new', or outside the 28-day period, then unless we agree otherwise in writing, we may refuse to give you a refund or we may charge you a handling charge. **d** This guarantee does not apply if you have used the products, other than to assess whether they are satisfactory, or you have used the products incorrectly. **e** Due to hygiene reasons, some items cannot be returned or refunded and are not covered by this guarantee. Nothing in these terms and conditions affects your rights under the Distance Selling Regulations or any of your other rights under the law.

8 Warranty: **a** We warrant that when all the products are delivered they will match their description, be free from

114 Terms and conditions of sale (continued)

faults and fit for their purpose for at least 12 months. If within 12 months from the date of delivery you find that the products are faulty or not fit for their intended purpose, you have the right for the goods to be repaired or replaced or, if this is not practical, to receive a full or partial refund (unless we can show that the products were fit for their purpose during this period of time). **b** Some products are covered by a longer warranty period, so please check the catalogue for details. **c** This warranty does not cover faults due to fair wear and tear, deliberate damage, negligence, abnormal working conditions, not following the manufacturer's instructions (whether spoken or in writing), misuse or the products being altered or repaired without our permission. **d** You are responsible for the cost of returning the product. **e** Under this warranty, and if it is practicable, we will repair or replace the products at your option. If it is not practicable to repair or replace the goods, you can receive a full or partial refund. **You must make sure that any products you return to us are adequately packaged.** **f** If you return products without a returns form or any other form of proof of ownership, we may not be able to identify you as the owner and so may not be able to accept the returns or send the products back to you. If so, we will store the products for 28 days, after which (if they are not claimed) you authorise us to safely dispose of them on your behalf.

9 Repairs outside the period of the warranty: **a** When you are returning products for repair that are not under warranty, you must clearly state why you are returning them and give us full details of the problems you are having with the products. **b** We will provide a quotation for repairs, but only if you write to ask us to do this. **c** We only agree to repair products if it is economical to do so. If we do not think it is economical to repair the products, we will tell you this in writing and give you 30 days to confirm how you want us to dispose of the products in question. If you do not respond within 30 days, you authorise us to dispose of the products safely on your behalf. **d** If you have asked us for a quote for the repairs we will write to tell you the estimated cost of the repair. We will not begin the repair until we have received your written confirmation to go ahead. If we do not receive a written confirmation from you within 60 days of our estimate, we will assume you do not want us to go ahead with the repair. If you do not want to go ahead with the repair after receiving our estimate, or if we do not hear from you within 60 days of our estimate, we will charge you a standard administration charge of £15 to cover the inspection and the cost of returning the products to you. **e** For us to carry out a full inspection service, we recommend that you return all accessories with the products so that we can test all parts. We will not be responsible for any missing parts that may be affecting the performance of your products. **f** We will not release any repaired products to you until you have paid for the repair. If you do not pay for any repair within 30 days of the payment becoming due, we may ask you to authorise

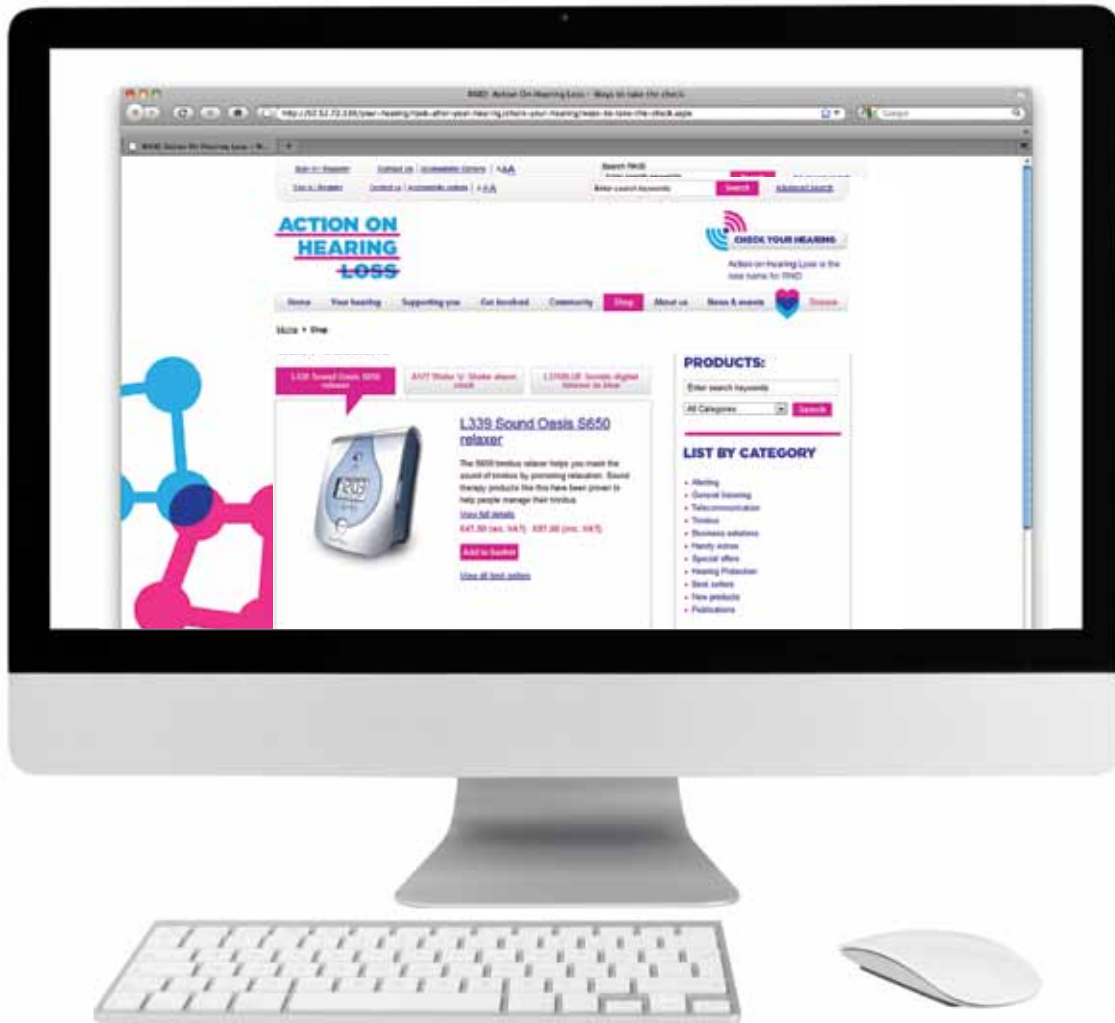
us to sell the products to cover the repair costs. We will send you any extra amount that may be left over after we have taken our repair costs.

10 Risk and ownership: **a** You will become responsible for what happens to products as soon as you have received them. **b** You will not become the legal owner of products until you have paid for them in full. If you have not paid for products, we may refuse to accept further orders from you and we may take legal action against you. **c** In line with current WEEE legislation as a business customer you are responsible for the costs of collecting and treating the products you purchase from us at the end of their life, making sure the equipment will not be disposed of with normal household waste.

11 Liability: **a** We will not be liable to you: because of any statement we make (unless fraudulent), or any implied warranty, condition or other term; because of any duty at common law or under the express terms of any contract for selling products that may be formed; or for any indirect, special or consequential loss or damage (whether for loss of profits or otherwise), costs, expenses or other claims for compensation whatsoever; which arise out of or in connection with us selling you any products. Any liability we do have will be limited to the price of the products. **b** Nothing in these terms and conditions removes or limits our liability for death or personal injury caused by our negligence or breach of duty. **c** Any clause in these terms and conditions that tries to remove or limit your protection under the Unfair Contract Terms Act 1977 and the Unfair Terms in Consumer Contracts Regulations 1999, or our liability under the Sale of Goods Act 1979 and the Supply of Goods and Services Act 1982 (as amended by the Sale and Supply of Goods to Consumers Regulations 2002) will be interpreted so as to remove such limitation or exclusion or if appropriate shall have no effect and shall not apply and for the avoidance of doubt clause 11.1 shall not apply.

12 Data protection: **a** As a responsible organisation, we comply with the Data Protection Act 1998 ("Act"). We are registered under the Act with registration number Z6590889. **b** We will not share your details with other organisations other than companies we appoint to provide services to you for us (such as processing certain financial transactions and delivering products to you), **but always on the understanding that they keep your personal information confidential and secure and that it is used only for those purposes.** Turn to page 108 for your data protection options.

13 General: **a** If any part of these terms and conditions is not valid or cannot be enforced in whole or in part this will not affect any other part of the terms and conditions. **b** We can transfer, assign, novate or subcontract all or some of our rights and responsibilities under these terms and conditions to any other organisation. **c** Any person other than you and us has no rights under the Contracts (Rights of Third Parties) Act 1999. **d** These terms and conditions are governed by English Law.



INTERACT



SHOP

You can buy all the products featured in this catalogue online at www.actiononhearingloss.org.uk/shop



DISCUSS

You can now discuss our products online in our forum dedicated to products and equipment. Join the debate at www.actiononhearingloss.org.uk/productsforum



SIGN UP

To keep up to date with our latest news every month sign up to our e-newsletter. Just go to www.actiononhearingloss.org.uk and enter you email where it says "Newsletter signup"



GET SOCIAL

You can 'like' us on Facebook (www.facebook.com/actiononhearingloss) and follow us on Twitter (www.twitter.com/actiononhearing) to keep up to date with our latest news.