

HOW TO ORDER FROM THIS CATALOGUE

Using the order form

If you do not have access to the web, please write out your order and fax or post it to us with a signed VAT declaration where applicable. Telephone orders are discouraged to reduce the opportunity for errors, we are in any case unable to accept telephone orders with a VAT declaration.

Make sure you know the *product codes* of the items as well as their *description* and *price*. Make a note of the sub-total in the unshaded 'SUBTOTAL' box.

As our S&OP charges are weight related, allow us to do the final calculations for you. We will send you a detailed invoice with your card receipt.

Please note: unless you are supplying a valid VAT declaration form, **20% VAT** has to be added to the total cost of your order (including the S&OP – VAT rules, not ours!).

We need a delivery address where the parcel can be signed for, perhaps a work address, and it would be very helpful if you could also give us a daytime telephone number in case there is any query about your order.

For Credit Card payments, we require the card number, cardholder's name, expiry date and CW number. For Maestro Cards, we also need the Issue Number and 'Valid From' date.



Should paying by cheque be necessary, please contact customer services first to allow us to calculate the correct total payment for your order.

Established Credit Accounts

As you are not including payment with the order, please order on your own order forms ensuring that you give us both a part number and description for all the items required.

Can we tempt you to shop online?

Save money by ordering online!

Order online at www.DeafEquipment.co.uk and benefit from:

- Easy to use secure shopping 24 hours a day
- Reduced Shipping and Order Processing charges
- Online-only special offers
- VAT declaration online.
- Online parcel tracking
- Orders can be placed later for same day despatch

VAT DECLARATION

I (state full name)

of (address)

declare that I am chronically sick or disabled by reason of:

(give a full and specific description of your condition – e.g. deafness/hard of hearing)

and that I am receiving from Connevans Limited, Bridge House, 1 Nutfield Road, Merstham, Surrey RH1 3EB

the following goods which are being supplied to me for domestic or my personal use:

(description of goods)

the following services of installation, repair or maintenance of goods: (description of services and goods)

and I claim relief from value added tax.

Signature: Date:

NOTE TO CUSTOMER: 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 or contact the National Advice Service on 0845 010 9000 before signing this declaration.

Warning: There are penalties for making or accepting false declarations and for fraudulent evasion of VAT.

Unsure about the VAT? Please contact our VAT HELPLINE: Telephone 01737 247571 Minicom 01737 644016

You are welcome to photocopy this order form if you prefer not to cut your catalogue.

TO VAT OR NOT TO VAT... that is the question!

As per VAT Notice 701/7 2002 published by HM Customs & Excise, certain specialised goods and services needed by disabled people may be zero-rated for VAT – when purchased by a disabled person for domestic or personal use or by charities who provide care and facilities for disabled persons. Customers must supply proof of eligibility by completing and returning a VAT exemption certificate. THIS EXCLUDES LOCAL AUTHORITY PURCHASES.

There are severe penalties for making false declarations.

If you are in any doubt about eligibility for relief from VAT on the supply of goods or services you are buying you should get advice from your local VAT office before signing the declaration.

Now, we have to confess that lots of people get very confused about VAT and when it does or does not have to be paid. The following interpretation may (or may not!) help you – but please remember, it is only intended as a guide not a legal interpretation!

As an example, if you purchase an fmGenie system including batteries and charger, etc., we are allowed to accept a VAT declaration on the system as a whole – after all, nobody is going to spend lots of money just to avoid paying VAT on batteries!

However, batteries and chargers, etc., purchased at a later date *would* have to have VAT charged – because they are not items specifically designed to help a disability.

We can, however, accept a VAT declaration on spare parts such as shoes, direct input leads or neck loops that are unique to the system.

Thus, if you were to order a spare shoe, lead and 2 batteries then we would have to charge VAT on the batteries but we could accept a VAT declaration on the shoe and lead.

The law also states that we have to have a valid declaration for *each purchase* so we cannot just accept a blanket declaration – sorry!

Lastly, where do you get VAT declaration forms? If you have a Connevens order form, there is one on the back, they are on our website, alternatively contact Connevens and we will post, email or fax you one.

Throughout this catalogue you will have seen these little happy VATs and sad VATs, they are our way of indicating which VAT category various products fall into.

We hope the symbols prove helpful. The dual happy/sad VAT symbol appears when items may be allowed VAT relief but only in some situations i.e. where bought as part of a complete system.



VAT relief is permitted subject to the receipt of a valid VAT declaration form.



VAT relief cannot be allowed for this product.



VAT relief is permitted, subject to the receipt of a valid VAT declaration form, when supplied as part of a complete system; VAT relief cannot be allowed for the subsequent purchase of replacements.



Connevens Terms & Conditions

All prices in this catalogue are excluding VAT and unless otherwise stated, Shipping & Order Processing is extra.

Ordering from this catalogue

Established Credit Accounts

We advise ordering via our website for reduced S&OP charges – please email sales@connevens.com to request an online login if you would like to move from paper to online ordering. If you are unable to order online please use your own order forms ensuring that you give us both a part number and description for all the items required.

Private individuals & non credit accounts

Please order via our website or use the Personal Order Form at the back of this catalogue.

Payment

We can accept payment by Maestro, Solo, Mastercard & Visa cards.



For Mastercard and Visa we require the full name and address of the card holder, card number, security code, expiry date and daytime telephone number.

For Maestro & Solo we also require the Issue Number, security code and 'Valid From' date for the card.

Suitability

If you are unsure about the suitability of a product for your particular needs or you require more information on a particular product, please contact customer services who will be able to help with advice on suitability, technical information and specific applications.

We do not offer a loan or trial service - please see returns policy on next page.

VAT

Details of relief from paying VAT are explained on page 253. 0% VAT declarations must be submitted at the time of ordering and cannot be accepted retrospectively.

Prices

All prices exclude Shipping & Order Processing and VAT. Whilst we try to keep any price changes to a minimum, all prices are subject to variation during the life of this catalogue. Should there be a price change we will contact you upon receipt of your order giving you details of the change and an opportunity to cancel your order should you wish to.

Please contact customer services if you need to confirm exact prices.

Our www.DeafEquipment.co.uk website has special offer prices which vary from day to day. These offers only apply to orders placed online – please contact Laura or Richard should you wish to set up an online account.

Shortages, damage or non-delivery claims

We can only accept responsibility for shortages which are notified to us within 2 days of delivery – please keep all the packaging for later inspection if required.

If a product is received damaged in transit please also keep all the packaging for later inspection and tell us within 2 days of delivery - a digital photograph of the damaged parcel is helpful. No responsibility for parcel loss can be accepted unless non-delivery is reported within 14 days of receipt of invoice.

Specifications

In accordance with its policy of progressive product design, the Company reserves the right to alter specifications and/or appearance without notice. Some of the products shown may not be available for the whole life of our catalogue. All offers of guarantee and servicing arrangements apply to the UK only.

Colours

Colours shown are for indication only and may not be exact due to variations in studio processes.

E&OE

UK Guarantee

Connevens Limited undertakes that if any defect in materials or workmanship occurs in the product within twelve months from the date of purchase, unless otherwise specified, it will be repaired or, at our discretion, replaced free of charge.

This applies only if the product has been correctly used in accordance with the manufacturer's instructions and has not been damaged through misuse, accident or neglect. This guarantee does not cover fair wear and tear and will not apply if the product has been modified or repaired by anyone other than Connevens Limited. Consumables such as batteries, shoes and leads etc. are not covered. Costs of returning the product under guarantee are normally the responsibility of the purchaser.

We reserve the right to make a charge for processing and returning equipment which is found not to be faulty upon inspection.

Extended warranty

Where a warranty beyond one year is available it is indicated by an icon on the product. For details, please see relevant section or www.connevens.com/returns. When returning a product beyond the first year, you must complete and enclose a Connevens returns form with the returned product – please visit www.connevens.com/returns.



Purchasing additional warranty

Additional warranty can be purchased for fmGenie radio aids and Phonak serialised products – please see details in relevant sections. Please also note that purchase of additional warranty must be done either at the time of equipment purchase or within two weeks of purchase.



Please note that extended warranty only applies to the main equipment and not to accessories such as leads, shoes, batteries or chargers etc.



Returning products for refund

We hope that you will find purchasing from Connevens a good experience.

Should you wish to return an item to us within 21 days and in a fully resaleable condition we will be pleased to raise a refund.

We try our best to process returns within a week of receipt. Please note that we reserve the right to make a standard £15 administration charge to cover the inspection and cost of sending back items returned outside our 21 day returns period unless they are faulty.

Note: We will refund your original delivery charge when a product is received faulty or damaged, but not when a product is simply unwanted or not suitable as this part of our service to you is completed. Likewise, the cost of returning a product is the responsibility of the customer unless it was received faulty or damaged.

Returns policy

We do not offer a loan or trial service. However to give you peace of mind, orders with Connevens Limited are placed with the assurance that if, for whatever reason, you find the product unsuitable we will refund the cost of the product providing it is received by Connevens in an 'as new' resaleable condition in the original undamaged product packaging. The product must be returned with proof of purchase and a covering letter explaining the reason for return, to arrive with us within 21 days of invoice date.

This offer of refund does not apply if you have used the products other than to assess whether they are satisfactory.

Our definition of 'as new resaleable condition' includes being returned as originally packed with the original instruction booklets which have not been written in – a repackaging charge will be made if we have to re-coil leads neatly or replace missing plastic bags or internal packaging etc.

We reserve the right to make a repackaging charge for products which have been 'cut out' of specialised packaging for evaluation. *If the product is not returned to us in a fully resaleable condition, we may deduct up to 30% of the original selling price from the refund amount or refuse a refund.*

Items not covered: items ordered by special request, products that for hygiene reasons are unsuitable for return/refund and goods ordered against our advice.

Responsibility for loss or damage

Connevens naturally accept no responsibility for loss of or damage to a customer's parcel until it has been safely received at our factory. Customers are advised to return equipment adequately packed and covered by appropriate insurance. Packing material is available for purchase if required.

Returning equipment for repair

Please include your name, address (surprisingly some people don't!), daytime telephone number and details of when purchased from Connevens, together with a description of the fault. The cost of returning a product is the responsibility of the customer unless it was received faulty or damaged.

Warranties on repairs

On repaired serialised items manufactured by Connevens, if the product has been correctly used and has not been damaged through misuse, accident or neglect and has not been modified or repaired by anyone other than Connevens Limited, we will give you up to 6 months warranty on the repaired item, subject to the age of the equipment – please note that this repair warranty does not apply to merchandised items (sorry!).

Equipment less than 5 years old – repair warranty 6 months.

Equipment less than 8 years old – repair warranty 3 months.

Equipment greater than 8 years – we are happy to repair it, but it is only warranted that the repair will work when you get it back (i.e. 3 weeks if you want to put a time on it).

How do you work out how old a piece of equipment is?

There is an 8-digit serial number on all items manufactured by Connevens – the first four digits are the date of manufacture. For example: The serial number on an item might be: 11021362 – this item was made in February 2011, i.e. the first two numbers are the year, the second two are the month. Naturally, your warranty runs from when you buy the equipment not from when it was manufactured, but it is useful to know.

Our undertakings are in addition to the consumer's statutory rights and do not affect their rights in any way.

E&OE

Connevens 7 Day Service Promise

Connevens equipment will give you many years of improved hearing. At some point during that time it will need repairing or servicing... but do not think that you will be sending it off not to see it again for weeks!

Our servicing department has an excellent reputation and repairs are always carried out as quickly as possible.

In fact, we are so confident that we can do the work inside a week that we make the following promise...

For equipment manufactured by Connevens: on normally chargeable repairs, should your equipment be on our premises for more than one working week no charge will be made.

Please note that this service promise does not apply to merchandised items (sorry!).





Connevens Shipping & Order Processing Charges

UK MAINLAND except Scottish Highlands

		Min. charge	approx. 500-950g	approx 950g-20Kg*	£ 100+ (any weight*)
Band 1	S&OP charge – orders via website	£ 4.30	£ 5.30	£ 7.95	£ 7.95
Band 2	S&OP charge – non website local authority & credit account customers	£ 5.30	£ 6.30	£ 8.95	£ 8.95
Band 3	S&OP charge – non website & other orders	£ 6.80	£ 7.80	£ 10.45	£10.45

* Orders over 20Kg will be charged at a multiple parcel rate – e.g. orders weighing 20-40Kg will be sent in two parcels at a cost of 2 x £7.95. Additional parcel charges may be necessary when ordering items such as microphone stands as their shape precludes inclusion with other items.

WEB ORDER DELIVERY

Ex-stock orders received by 1.15pm, for delivery to UK mainland addresses, delivery will normally be during the next working day up to 5pm.

NON WEB ORDER DELIVERY

Ex-stock orders received by 11.30am, for delivery to UK mainland addresses, delivery will normally be during the next working day up to 5pm.

Standard Delivery

Orders under approx. 950g in weight may be sent **Royal Mail First Class**.
Orders of greater weight or greater than £100 are sent by **Parcelforce** or **UPS**.



As parcels need to be signed for, please ensure that you give us a delivery address where someone will be able to sign for your package – we cannot accept instructions to “leave in porch” – perhaps your work address, if the boss does not mind?

Premium Delivery Options

For an additional charge, Parcelforce **before 10.00 am** and **before 12.00 noon** next working day and Parcelforce **Saturday** deliveries are available when ordering online.

Collections

Parcel collections can be arranged from the UK mainland for £13.00 per parcel by Parcelforce. The collection service is regrettably not available for the Scottish Highlands.

NON UK MAINLAND & Scottish Highlands

	Under 1kg	Over 1kg
Northern Ireland, Scilly Isles, Isle of Man	Royal Mail letterpost, no surcharge – UK mainland pricing	UK mainland pricing PLUS £8.80 surcharge . Delivered by Parcelforce Express 48
Scottish highlands, Scottish isles (postcode related)		UK Mainland charge PLUS £6.50 surcharge . Delivered by Parcelforce Express 24. Postcodes as follows: HS, IV, KA27-28, KW, PA20-49, PA60-78, PH17-26, PH30-44, PH49-50, ZE
Channel Islands		Order via www.DeafEquipment.co.uk website or contact Customer Services
Non UK	Connevens Limited ship to Europe and many countries in the the rest of the World. Ordering via our www.DeafEquipment.co.uk website is our recommended route as S&OP charges are automatically calculated for many countries. Should the country you wish to ship to not be listed please contact Customer Services.	

Ordering FAQs

'What happens if I am out when my parcel arrives?' The delivery company should leave you a card telling you who to contact in order to get your parcel. In the UK Parcelforce are able to allow you to collect from your local post office.

'Can I add to my order once it has been despatched?' No, you will need to place a new order.

'Why do you have a minimum Shipping & Order Processing Charge?' Connevens is a specialist company supplying education and health authorities. Unlike many suppliers we do not produce an inflated retail price list for private individuals and we do not have a minimum order value. Our shipping and order processing charge simply reflects the reality cost of processing orders – please judge us on the overall cost. Don't forget that S&OP charges are less on orders placed via our www.DeafEquipment.co.uk website.