



## 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 a CRM-220 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 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**

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



**VAT**

*VAT relief cannot be allowed for this product.*



**VAT**

*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.*

## CONNEVANS TERMS & CONDITIONS

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

### ORDERING FROM THIS CATALOGUE

#### Established Credit Accounts

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 use Personal Order Form at the back of the catalogue, you are welcome to photocopy these forms for future use.

**PAYMENT** For other than established credit accounts we can accept payment for goods by Cheque (made payable to **Connevens Limited**), 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, they will be able to help with advice on suitability, technical information and specific applications.

**COLLECTIONS** Parcel collections by DHL can be arranged from the UK mainland for £ 12.00 per parcel by 'Omega OS' service. The collection service is regrettably not available for the Scottish Highlands.

### EXTENDED WARRANTIES

fmGenie and CRM-220 transmitters and receivers are covered by a one year warranty as standard; extended warranty may be purchased but must be done either **at the time of equipment purchase or within one month of purchase.**

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



**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 it will be repaired or, at our discretion, replaced free of charge. This applies only 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. Consumables such as batteries, shoes and leads etc. are not covered by this guarantee. Costs of returning product under guarantee are normally the responsibility of the purchaser.

## CONNEVANS SERVICE PROMISE

We make you a service promise that 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!).*

**SPECIFICATIONS** In accordance with its policy of progressive product design, the Company reserves the right to alter specifications and/or appearance without notice. 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

### RETURNING EQUIPMENT TO CONNEVANS

In most cases, the cost of returning a product is the responsibility of the customer.

### RETURNING EQUIPMENT FOR REPAIR

Please include your name, address (surprisingly some people don't!) and daytime telephone number together with a description of the fault.

**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: 08021362 – this item was made in February 2008, 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.

**PRICES** All prices are subject to variation during the life of this catalogue. This particularly applies to hearing aid direct input shoes & other merchandised items. Please contact customer services if you need to confirm exact prices. Our [www.DeafEquipment.co.uk](http://www.DeafEquipment.co.uk) website has special price offers which vary from day to day, these offers only apply to orders placed online.

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

### RETURNING PRODUCTS FOR REFUND

**RETURNS POLICY** Returns for credit are not permitted without Connevens' prior consent having been obtained, except for work under Connevens repair facility or when claiming for replacement under warranty. Products must be returned to Connevens in an unused condition, in original packaging within 30 days of invoice date stating relevant invoice number and Connevens return note reference in order for the customer to be eligible for a refund. Non-catalogue items ordered by special request are not eligible for refund. Shipping and order processing will not be refunded.

**RETURNS HANDLING CHARGE** If product packaging is unopened, a 20% handling charge will apply with a minimum charge of £10.00. A higher rate will be levied for products returned outside of this period or in an opened but unused condition.

### ADDITIONAL PRODUCT GUARANTEE

*FOR PRIVATE INDIVIDUALS  
PAYING BY DEBIT/CREDIT CARD OR CHEQUE*

Connevens equipment comes with the assurance that if, for whatever reason, you find it unsuitable in any way we will refund the cost of the product providing it is returned to us in resaleable condition, in the original packaging, within 21 days of purchase.

Our definition of 'resaleable condition' includes being returned in original undamaged packing with the original instruction booklets which have not been written in.

*We reserve the right to make a repackaging charge on any item accepted for credit.*

Items not covered: products that for hygiene reasons are unsuitable for return/refund, goods ordered against our advice and non-catalogue items.

### 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.



# CONNEVANS SHIPPING & ORDER PROCESSING CHARGES

## UK MAINLAND except Scottish Highlands

Weight of order	Min. charge	approx. 500-950g	approx 950g-20Kg	£ 100+ (any weight)
S&OP charge	£ 6.30	£ 7.30	£ 9.95	£ 9.95

Regular local authority account customers receive a £ 1.00 discount on the above charges.

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 £9.95.

**Connevens Top Tip:** S&OP charges are lower for orders placed via our [www.DeafEquipment.co.uk](http://www.DeafEquipment.co.uk) website.

### DELIVERY

#### NORMAL DELIVERY

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

*Same day despatch is available up to 1 pm on orders placed via our DeafEquipment website.*

Orders under approx. 950g in weight may be sent Royal Mail First Class. Orders of high value or greater weight are sent by Parcelforce or DHL.

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?

**Additional delivery options available if ordering online via [www.DeafEquipment.co.uk](http://www.DeafEquipment.co.uk)**

ParcelForce before 10.00 am and before 12.00 noon next working day and ParcelForce Saturday deliveries

#### New for 2008 – DHL HOME DELIVERY OPTIONS\* DHL@Home 24 and DHL@Home 48.

The DHL@Home service offers

- 2 redelivery attempts within 48 hours
- Redelivery by personal arrangement with local courier
- Extended delivery window to 9.00pm
- Option to collect from a local DHL Service Centre.

**DHL@Home 24** – Next working day delivery up to 9.00pm (Monday- Friday) £ 11.45

**DHL@Home 48** – Second working day delivery between 7.30am and 9.00pm (Monday- Friday) £ 9.95

\* Subject to service coverage limitations

## NON UK MAINLAND & Scottish Highlands

### NORTHERN IRELAND

Under 1kg	Royal Mail letterpost, no surcharge – UK mainland pricing.
Over 1kg	Delivered by Parcelforce 2 day NI service: UK mainland pricing PLUS £6.50 surcharge.

### SCOTTISH HIGHLANDS, SCOTTISH ISLES, SCILLY ISLES and ISLE OF MAN

Under 1kg	Royal Mail letterpost, no surcharge – UK mainland pricing.
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SCOTTISH HIGHLANDS & ISLANDS – (Postcode related: see list below)

Over 1kg	Delivered by Parcelforce: UK Mainland charge PLUS £6.00 surcharge. Postcodes as follows: HS, IV, KA27-28, KW, PA20-49, PA60-78, PH17-26, PH30-44, PH49-50, ZE.
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SCILLY ISLES & ISLE OF MAN

Over 1kg	Delivered by Parcelforce: UK Mainland charge PLUS £10.00 surcharge.
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### CHANNEL ISLANDS

Under 1kg	Royal Mail letterpost, no surcharge – UK mainland pricing.
Over 1kg	Order via <a href="http://www.DeafEquipment.co.uk">www.DeafEquipment.co.uk</a> website or contact Customer Services

### Non UK deliveries

Connevens Limited ship to Europe and many countries in the the rest of the World. Ordering via our [www.DeafEquipment.co.uk](http://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 is not 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 primarily a wholesale trade organisation supplying education and health authorities. Unlike many trade 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 low value mail 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](http://www.DeafEquipment.co.uk) website.