

Website Terms of Use

PLEASE READ THESE TERMS AND CONDITIONS CAREFULLY BEFORE USING THIS SITE

1. GENERAL

This document (together with the documents referred to on it) tells you the terms of use on which you may make use of our website www.supportwarehouse.com ("our site"), whether as a guest. Please read these terms of use carefully before you start to use our site. By using our site, you indicate that you accept these terms of use and that you agree to abide by them. If you do not agree to these terms of use, please refrain from using our site.

2. OTHER APPLICABLE TERMS

2.1 These terms of use refer to the following additional terms, which also apply to your use of our site:

2.1.1 our [Privacy Policy](#), which sets out the terms on which we process any personal data we collect from you, or that you provide to us. By using our site, you consent to such processing and you warrant that all data provided by you is accurate; and

2.1.2 our [Acceptable Use Policy](#), which sets out the permitted uses and prohibited uses of our site. When using our site, you must comply with this Acceptable Use Policy.

3. INFORMATION ABOUT US

Our site is operated by Support Warehouse Limited ("we" "us" "our"). We are registered in England and Wales under company number 04056599 and have our registered office at IDC, Valley Drive, Ilkley, West Yorkshire, LS29 8PB, UK. Our VAT number is 758 5011 25.

4. ACCESSING OUR SITE

4.1 Access to our site is permitted on a temporary basis, and we reserve the right to withdraw or amend the service we provide on our site without notice (see below). We will not be liable if for any reason our site is unavailable at any time or for any period.

4.2 From time to time, we may restrict access to some parts of our site, or our entire site, to users who have registered with us.

4.3 You are responsible for making all arrangements necessary for you to have access to our site. You are also responsible for ensuring that all persons who access our site through your internet connection are aware of these terms, and that they comply with them.

5. INTELLECTUAL PROPERTY RIGHTS

5.1 We are the owner or the licensee of all intellectual property rights in our site, and in the material published on it. Those works are protected by copyright laws and treaties around the world. All such rights are reserved.

5.2 You may print off one copy, and may download extracts, of any page(s) from our site for your personal reference and you may draw the attention of others within your organisation to material posted on our site.

5.3 You must not modify the paper or digital copies of any materials you have printed off or downloaded in any way, and you must not use any illustrations, photographs, video or audio sequences or any graphics separately from any accompanying text.

5.4 Our status (and that of any identified contributors) as the authors of material on our site must always be acknowledged.

5.5 You must not use any part of the materials on our site for commercial purposes without obtaining a licence to do so from us or our licensors.

5.6 If you print off, copy or download any part of our site in breach of these terms of use, your right to use our site will cease immediately and you must, at our option, return or destroy any copies of the materials you have made.

6. RELIANCE ON INFORMATION POSTED

Commentary and other materials posted on our site are not intended to amount to advice on which reliance should be placed. We therefore disclaim all liability and responsibility arising from any reliance placed on such materials by any visitor to our site, or by anyone who may be informed of any of its contents.

7. CHANGES TO OUR SITE

We may update our site from time to time, and may change the content at any time. If the need arises, we may suspend access to our site, or close it indefinitely. Any of the material on our site may be out of date at any given time, and we are under no obligation to update such material. We do not guarantee that our site, or any content on it, will be free from errors or omissions.

8. OUR LIABILITY

8.1 The material displayed on our site is provided without any guarantees, conditions or warranties as to its accuracy. To the extent permitted by law, we, other members of Our group of companies and third parties connected to Us hereby expressly exclude:

8.1.1 all conditions, warranties and other terms which might otherwise be implied by statute, common law or the law of equity; and

8.1.2 any liability for any direct, indirect or consequential loss or damage incurred by any user in connection with our site or in connection with the use, inability to use, or results of the use of our site, any websites linked to it and any materials posted on it, including:

8.1.2.1 loss of income or revenue;

8.1.2.2 loss of business;

8.1.2.3 loss of profits or contracts;

8.1.2.4 loss of anticipated savings;

8.1.2.5 loss of data;

8.1.2.6 loss of goodwill; and

8.1.2.7 wasted management or office time, whether caused by tort (including negligence), breach of contract or otherwise, even if foreseeable, provided that this condition shall not prevent claims for loss of or damage to your tangible property or any other claims for direct financial loss that are not excluded by any of the categories set out above.

8.2 This does not affect our liability for death or personal injury arising from our negligence, or our liability for fraudulent misrepresentation or misrepresentation as to a fundamental matter, or any other liability which cannot be excluded or limited under applicable law.

9. INFORMATION ABOUT YOU AND YOUR VISITS TO OUR SITE

We process information about you in accordance with our [privacy policy](#). By using our site, you consent to such processing and you warrant that all data provided by you is accurate.

10. TRANSACTIONS CONCLUDED THROUGH OUR SITE

Contracts for the supply of goods and/or services formed through our site or as a result of visits made by you are governed by our terms and conditions of sale/supply. We will provide you with a copy of these prior to any contract being formed.

11. VIRUSES, HACKING AND OTHER OFFENCES

11.1 You must not misuse our site by knowingly introducing viruses, trojans, worms, logic bombs or other material which is malicious or technologically harmful. You must not attempt to gain unauthorised access to our site, the server on which our site is stored or any server, computer or database connected to our site. You must not attack our site via

a denial-of-service attack or a distributed denial-of service attack.

- 11.2 By breaching this provision, you would commit a criminal offence under the Computer Misuse Act 1990. We will report any such breach to the relevant law enforcement authorities and we will co-operate with those authorities by disclosing your identity to them. In the event of such a breach, your right to use our site will cease immediately.
- 11.3 We will not be liable for any loss or damage caused by a distributed denial-of-service attack, viruses or other technologically harmful material that may infect your computer equipment, computer programs, data or other proprietary material due to your use of our site or to your downloading of any material posted on it, or on any website linked to it.

12. LINKING TO OUR SITE

- 12.1 You may link to our home page, provided you do so in a way that is fair and legal and does not damage our reputation or take advantage of it, but you must not establish a link in such a way as to suggest any form of association, approval or endorsement on our part where none exists.
- 12.2 You must not establish a link from any website that is not owned by you.
- 12.3 Our site must not be framed on any other site, nor may you create a link to any part of our site other than the home page. We reserve the right to withdraw linking permission without notice.
- 12.4 The website in which you are linking must comply in all respects with the content standards set out in our [Acceptable Use Policy](#).
- 12.5 If you wish to make any use of material on our site other than that set out above, please address your request to michelle.robinson@supportwarehouse.com.

13. LINKS FROM OUR SITE

Where our site contains links to other sites and resources provided by third parties, these links are provided for your information only. We have no control over the contents of those sites or resources, and accept no responsibility for them or for any loss or damage that may arise from your use of them.

14. JURISDICTION AND APPLICABLE LAW

- 14.1 If you are a consumer, please note that these terms of use, its subject matter and its formation, are governed by English law. You and we both agree to that the courts of England and Wales will have non-exclusive jurisdiction. However, if you are a resident of Northern Ireland you may also bring proceedings in Northern Ireland, and if you are resident of Scotland, you may also bring proceedings in Scotland.
- 14.2 If you are a business, these terms of use, its subject matter and its formation (and any non-contractual disputes or claims) are governed by English law. We both agree to the exclusive jurisdiction of the courts of England and Wales.

15. VARIATIONS

We may revise these terms of use at any time by amending this page. You are expected to check this page from time to time to take notice of any changes we made, as they are binding on you. Some of the provisions contained in these terms of use may also be superseded by provisions or notices published elsewhere on our site.

16. YOUR CONCERNS

If you have any concerns about material which appears on our site, please contact michelle.robinson@supportwarehouse.com.

Thank you for visiting Our Site.

Last updated: May 2017