

sinclair

Sinclair After Sales Service

What to do if your QL Software develops a fault

All QL software published by Sinclair is guaranteed for **THREE MONTHS** from the date of purchase.

QL Software under Guarantee

If your QL software develops a fault within the three month period Sinclair will replace it **FREE OF CHARGE**. All you have to do is to return the defective cartridge (or cartridges), together with your name and address, to:

QL Software Returns
Sinclair Research Ltd.
Stanhope Road
CAMBERLEY
Surrey GU15 3BR

IMPORTANT: You should NOT return any part of the QL software package other than the defective cartridge(s).

You **MUST** enclose proof of purchase with the return. Suitable proof is a copy of your original sales receipt, a dated retailers branch stamp, or a copy of your credit card voucher. Product returned without proof of purchase will be treated as being **OUT OF GUARANTEE** (see below).

QL Software out of Guarantee

If the three month guarantee has expired before your QL software develops a fault Sinclair will still replace your cartridge(s), but there will be a nominal charge of £5.75 per cartridge to cover costs.

The procedure for returning out of guarantee product is the same as that described in the 'QL Software under Guarantee' section EXCEPT THAT instead of enclosing proof of purchase you should enclose the appropriate payment (£5.75 per returned cartridge).

Important

Only original master cartridges will be replaced.
DO NOT SEND BACK UP CARTRIDGES OR FILE CARTRIDGES.

Cartridges received with no accompanying proof of purchase will be treated as 'out of guarantee' and **MUST** be accompanied by the appropriate payment.

Any cartridges returned with no proof of purchase and no payment will be returned unactioned.

We will post your replacement cartridge(s) back to you within 48 hours of receiving it/them. Please allow *seven* days each way for postage. Please do not contact us until the 16 day period has elapsed.

Method of Payment

PLEASE DO NOT SEND CASH. Cheques and postal orders should be made payable to Sinclair Research Ltd.

If you wish to pay by Access, Barclaycard or Trustcard please quote your card number and your address if it is different to the address you have given for the return of your replaced cartridges.

Please supply your signature as authorisation to debit your credit card.

Notice

This returns procedure is in addition to the customer's statutory rights, which are not affected in any way.

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