



## Terms of Sale

### About Our Product

Oi, this simple noise tool (battery powered) will help you in assessing if the noise around you exceeds 80dB and therefore it's an indication the sound may be too loud!

To date only expensive equipment has offered the opportunity to investigate the noise level. Now it is quick and easy to make a judgement. If you can't hear Oi clearly that's when you should call in the professionals to get a precise measurement. Oi will be invaluable now that the EU directive is in force (as of Feb 2006)

### Our Contact details:

Zandvoort No 4  
Alexandra Corniche  
Hythe  
Kent CT21 5RN  
[info@oi-noise.com](mailto:info@oi-noise.com)  
Tel: 0845 3311 369

### Making A Purchase

Simply click on the buy button and select the quantity that you wish to order.

Click Add to basket and then continue to checkout. At checkout fill out your billing and delivery details and then proceed to secure payment with SECPay.

### Transaction Currency

All transactions are carried out in Sterling (GBP)

### Credit Card Security

Oi-Noise accepts payments from all major credit, debit and charge cards; including VISA, Mastercard and American Express.

Our system uses SECPay Merchant Payment Interface to capture your credit card information. This portion of the site is within an Secure Socket Layer environment ensuring your details are encrypted at the highest level to ensure the security of your credit card details.

### Remittance terms

Payment is required upon placement of the order. No goods will be dispatched until paid for in full.

### Tax

All our prices are exclusive of VAT (sales tax). VAT due is clearly shown on the checkout page.

Please note we are required by law to collect VAT regardless of where in the world you are when placing your order.

### Delivery Costs

A delivery charge is payable on each item added to cart. Standard Delivery means Standard First Class Delivery by Royal Mail. Special Delivery means next delivery by Royal Mail with compensation payable for lost and or damaged goods. For overseas we currently only delivery to selected countries within Europe - Delivery costs are clearly shown at checkout. For any unlisted delivery destinations, please contact us using the form on the contact page.

### Delivery Shipping Information

Within normal business practices your products will be despatched within 14 working days. However, in busier periods please allow up to a maximum of 28 days for delivery.

### Returns Policy and Cancellation Rights

In accordance with Distance Selling Regulations (2000) and Consumer Protection (Distance Selling)(Amendment) Regulations 2005, you may cancel your order at any time without reason, within 7 working days of delivery.

Should you wish to cancel your order and receive a refund, you must confirm this in writing within 7 working days of receipt and return the packaged item to us.

The item(s) must be returned to us unused and in as new condition. You will be liable for all postage costs incurred as a result of returning an item to us. We cannot issue a refund until we have received the goods. We recommend you obtain proof of posting when you return any goods to us. This does not affect your statutory rights as a consumer.

If you are in any way disappointed with any of our products, please email us in the first instance at the following address: [info@oi-noise.com](mailto:info@oi-noise.com)

If you have cause for complaint this must be received within 8 working days of taking delivery. We will happily:

1. Provide you with a replacement, or
2. Refund the cost of the item upon return (postage is at customer cost and it is recommended as a free proof of postage certificate is obtained). No refunds will be made for items returned, but not received by us if no proof of posting was obtained.

### Missing Items

Despite all efforts, there can sometimes be unforeseen delivery delays. For items that are shown to be in stock please wait at least three days after the estimated delivery date before contacting us about a missing order. For items not in stock please wait at least twenty days/3 weeks from your order date before contacting us. During that time, you should ask your local postal sorting office if they've tried to deliver the package and ask your neighbours if the package has been left with them.

Prior to contacting us you should also check that the delivery address you gave us is correct. You will have been emailed a receipt with this information.

Whilst the Royal Mail accepts that packages do go astray, the number is very small (the Royal Mail state 0.08% as of June 2005\*). Once packages are placed with the Royal Mail Oi-Noise will not accept responsibility for any items lost in transit and therefore if your order is of high value and/or urgent we strongly recommend that you use the Special Delivery Postage Option where items are tracked and compensation available in the unlikely event that your does order go astray.

\*Transforming the Customer Offer - Adam Crozier at: <http://www.postcomm.gov.uk>

### Privacy Policy

We do not and will not sell or trade your personal details to any third parties. If you wish to add or remove yourself from our contact lists or if you have any questions or comments about privacy you can email us at [info@oi-noise.com](mailto:info@oi-noise.com).

Session cookies may be used on this shopping site. Our Cookies are only temporary. No information will be permanently stored in the cookie file on the clients PC. The cookies are used to enhance a user's experience in a dynamic and database-driven web site.

To order by phone give us a shout on: 0845 3311 369

