

## **Disclosure policy**

### **Business description**

ACG Consulting Ltd, is situated in South-East London, and provides specialised IT Services for both home and small businesses alike.

Whatever your needs are, we can provide on-off IT Support, or on-going computer maintenance, along with our advanced remote technology. With this type of support, we can resolve your PC problems within minutes – ensuring that you can continue using your PC without any unnecessary delays.

We source and provide IT equipment for both home user and small businesses alike.

We pride ourselves in providing our customers with the best and the most practical advice to suit their specific needs and to help out at any time. We support you as if you had your own dedicated IT support department to hand, but without the associated costs.

Our mission is to make your life simpler by removing the daily burden of running your IT infrastructure.

### **Privacy Policy**

We are committed to safeguarding the privacy of our visitors while providing the highest possible quality of service. We will only use the information that we collect about you lawfully in accordance with the UK Data Protection Act 1998.

If you have questions concerning your personal information or regarding our practices, please contact us at ACG Consulting Investments Ltd SBC House Restmor Way Wallington Surrey SM6 7AH.

#### **Information collected**

We collect information from details you supply to us through the interactive sections on the site and from email messages you may send to us.

We collect the following information:

- Where you make an enquiry or send us an email message, we will collect your name, company and contact details, including telephone and fax numbers and email address.
- We also collect information automatically about your visit to our site. The information obtained in this way, which includes demographic data and browsing patterns, is only used in aggregate form, and as such cannot be used to identify you personally. Such aggregate information helps us to audit usage of our website and improve the service provided.
- We use software tools to analyse traffic to this web site. We collect only aggregate data, which cannot be used to identify you and does not create individual profiles for visitors.

#### **Use of personal information**

We use the information that you personally provide to:

- Improve the information and support we provide
- Process any requests you make
- Provide you with information about products and services we offer
- Conduct marketing research If you do not wish to receive information on an on-going basis about our services or activities, please email [reception@acg-consulting.co.uk](mailto:reception@acg-consulting.co.uk) the subject heading: 'Unsubscribe'.

## Security

We are committed to ensuring that your information is secure. In order to prevent unauthorized access or disclosure we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect on line.

## Other web sites

Our web site may contain links to enable you to visit other web sites of interest easily. However, once you have used these links to leave our site you should note that we do not have any control over those other web sites. Therefore, we cannot be responsible for the protection and privacy of any information which you provide while visiting such sites, and this privacy statement does not govern such sites. You should exercise caution and look at the privacy statement applicable to the web site in question.

## Internet Commerce

The online store at ACG Consulting Ltd has a link on our website which is linked directly to paypal who will process payments via your credit or debit card details we do not store or intend to store any of your financial data.

For more information as to how your information is used by paypal please see the following link [www.Paypal.com](http://www.Paypal.com) and go to the privacy policy.

## Delivery Policy

ACG Consulting Ltd shall use reasonable endeavours to despatch goods by the date agreed with the customer, but does not accept liability for failure to deliver within the stated time where this is caused by circumstances beyond our reasonable control, such as delays caused by delivery companies or manufacturer lead times. If a delay is likely, we shall contact the customer and advise of the delay. Customers shall be entitled to cancel an order when advised of a delay if the revised delivery date is not acceptable.

If ACG Consulting Ltd is unable to deliver the goods within 14 days of the agreed delivery date , the Customer will, as its sole remedy, be entitled to cancel the order and require any monies paid to ACG Consulting Ltd in respect of that order to be refunded. In order to cancel, the Customer must send written notice of cancellation to ACG Consulting Ltd after the above date but before delivery of the goods or notification from ACG Consulting Ltd that the goods are ready for delivery.

ACG Consulting Ltd does not accept liability for shortages or damage to deliveries unless the Customer notifies ACG Consulting Ltd of the shortage or damage in writing within 48 hours of receipt of the delivery. Consumers should notify shortages or damage within a reasonable period of becoming aware.

Customers are required to be able to accept the goods when they are ready for delivery within Normal Working Hours.

Delivery is deemed to take place when the goods are delivered to the Customer's nominated address, whereupon the risks of loss, breakage and all damage and all other risks shall pass to the Customer.

Title in the goods does not pass to the Customer until payment is received in full by ACG Consulting Ltd.

If the Customer cannot accept delivery, ACG Consulting may at its option: (a) store and insure the goods at the Customer's expense and risk or (b) sell the goods at the best price reasonably obtainable and (after deducting reasonable storage insurance and selling costs) pay to the Customer any excess over the sale price or charge the Customer for any shortfall or (c) re-arrange delivery provided that ACG Consulting Ltd may charge the Customer for the additional delivery costs incurred.

The Customer may request a Proof of Delivery, provided that this request is made in writing within 3 months of the date of delivery and ACG Consulting Ltd shall use reasonable endeavours to provide such proof. Thereafter, delivery shall be deemed to have been successfully completed.

Upon delivery of the goods, the Customer will be asked to sign a Proof of Delivery to acknowledge safe receipt. It is the responsibility of the Customer to ensure that the number of packages delivered corresponds with the number stated on the delivery note. Where a discrepancy occurs or where there is evident damage to the packaging, this should be noted on the Proof of Delivery. ACG Consulting Ltd shall not be liable for discrepancies or damage evident on delivery where the Customer accepts delivery and signs the Proof of Delivery without amendment.

### **Returns/Refunds/Cancellation policy**

You should let us know about any billing problems or discrepancies promptly after they first appear on your account statement. If you do not bring them to ACG Consulting Investments Ltd's attention in writing within 14 days, you will have waived your right to dispute those problems or discrepancies.

ACG Consulting Investments Ltd takes payment upfront for all goods that are ordered by you, with payment for any services costs due on completion and signoff of the work. Refunds are therefore not normally required. However, when payment is taken in advance and such goods or services are not provided to a satisfactory level then a refund can be requested. Refunds will be considered on an individual basis and will conform to the Sales of Goods Act 1979 and subsequent amendments.

## **Contact Information**

For Further information On our privacy policy, returns policy our availability of goods please do not hesitate to us at: SBC House Restmor Way Wallington Surrey SM6 7AH, call us on 0845 838 2187 – 9am to 5.00pm Monday to Friday or send an email directly to [RECEPTION@acg-consulting.co.uk](mailto:RECEPTION@acg-consulting.co.uk) and we will endeavour to resolve your issue within 7 working days.