

TRADE TERMS & CONDITIONS

SMART
cellular.co.uk
Smart Deals On Smart Phones

TERMS AND CONDITIONS OF SALE

All products sold by Smart Cherry Mobiles T/A [SmartCellular.co.uk](https://www.smartcellular.co.uk) are sold under this agreement. When a new customer form has been completed, both parties have to achieve these terms if nothing else is agreed in writing.

How to Order & Pay

- The customer, by completing the our customer form will automatically agree with Smart Cherry Mobiles Ltd Terms and Conditions.
- Once the Proforma Invoice has been confirmed, the customer accepts this as a binding document between Smart Cherry Mobiles Ltd and the customer. All prices quoted are agreed once the proforma invoice has been sent.
- All prices quoted are subject to change, without notice; at any time should the proforma invoice not be paid within 3 working days of being sent. Goods will not be held more than 3 working days and can be released for resale after this period.
- All Payment's are required in advance of shipping via BACS to the nominated account.
- Smart Cherry Mobiles Ltd only accepts payments via bank transfer. We do not accept cash payments .
- Goods will not be released until full payment is confirmed and cleared funds are in the nominated account.
- Customers will need to provide proof of VAT certificate when in EU (European Union) . Vat Reverse stock can only be sold to customers with a valid Vat number.
- Customer will be required to provide proof of ID and Address.

Goods

- All goods are sold without box or accessories unless stated.
- Some goods are suitable to be purchased on the VAT Margin Scheme, please see below for further details. <https://www.gov.uk/vat-margin-schemes/overview>
- VAT registered companies have the option to purchase on Reverse VAT when buying mobile phones over £5000 please see below:
<https://www.gov.uk/government/publications/vat-notice-735-vat-reverse-charge-on-specified-goods-and-services/vat-notice-735-vat-reverse-charge-on-specified-goods-and-services>

Grading Descriptions

GRADE A

- **Grade A** is a device in very good condition with minimal wear to the screen, back cover or chassis.
- There will not be any indentations or scratches of any kind.

GRADE B

- **Grade B** is a phone in used but good condition, cosmetically the phone will show signs of use, including some minor scratches to the screen and casing or equivalent.

GRADE C

- **Grade C** handset can show heavy wear, including deep scratches.
- Cosmetically the phone will show signs of use, including some scratches and scuffs to the screen and casing. It won't have cracks on the screen or casing.

GRADE ABC MIX

- Fully functional/ fully tested
- No cracks/smashes
- Can have wear and tear
- Will be a mixture of the above, percentage of A or B in mix is not guaranteed

No Smashes or Cracks on Any Phone.

Cannot return on cosmetic issues, only if a fault occurs.

Definition Of Wear

TYPE OF WEAR	DESCRIPTION
Very light wear	Only when inspected up close can wear be detectable. Very light scratches are permitted
Light wear	Light scratches are permitted
Heavy wear	Heavy scratches, indentations, chips, paint missing
Very heavy wear	Deep scratches, chips, indentations to the chassis and an excessive amount of paint missing

Testing

Upon arrival, our handsets go through several tests to check the functionality of the devices. We check each handset for the following:

- Unit powers on
- Unit accepts charge
- SIM cards accepted (Apple only)
- All buttons are working and present
- No clear water damage
- No missing parts - Back cover and charger cover (on water resistant handsets only)
- Cameras are functional
- LCD is fully working - Touch screen is fully functional
- Passed CheckMEND - For further information, please visit www.checkmend.com
- No PIN/lock on the phone
- No Activation Lock/iCloud Lock
- WiFi Functional (Apple only)

Returns

We accept returns for the following reasons:

- Software faults
- Speaker faults
- Microphone faults
- Touch ID
- Network lock - If sold as unlocked
- Incorrect model
- Incorrect Grade
- LCD Faulty

In order for any returns to be accepted, you need fill a RMA form within 14 days of the invoice date. Some handsets have 30/45 days returns policy, in which case you will have 30/45 days to report the fault. Failure to report the fault within the period stated above will result in refusal of return.

RMA form must be fully completed and sent to [Returns@SmartCellular.co.uk](mailto>Returns@SmartCellular.co.uk). Once we have received your form and we will email you back with an acceptance email of handset which adheres to the above.

All handsets must be received in our warehouse within 14 days of receiving acceptance email to return the goods. Any handsets received out with this timeframe will be rejected and sent back to you.

No returns should be sent to us without being approved or without a copy of the approved RMA form. Handsets that arrive which have not been approved will be shipped back to the sender and no credit will be awarded.

Should your handsets be tested and no faults are found, the product will be returned to you with your next order.

Delivery

- Goods are safely packed for road or air transport. They are packed in 50 or 100 cell boxes. All boxes are labelled according to UN3481 with a lithium ion battery label.
- A packing list will be supplied (site dependant) in the box confirming each IMEI number and barcode.
- Goods will be ready or shipped. Assuming all stock is available, the units will be shipped either the same day or next depending when funds have cleared, if you require goods to be shipped same day, payment must be cleared in the nominated account before 1pm. We offer a same day delivery in certain areas. Please check with your sales manager for details and pricing.
- Goods (above the value of £5000) shipped by Smart Cherry Mobiles Ltd appointed forwarders are covered under Smart Cherry Mobiles insurance policy. All goods shipped outside of UK, the customer will be required to make their own arrangements for insurance if they can instruct Smart Cherry Mobiles Ltd to make arrangements at additional cost to the customer.
- If goods are collected by the customer's preferred courier, Smart Cherry Mobiles Ltd takes no responsibility for any loss or damage during transit.
- Any delay caused after goods have left Smart Cherry Mobiles Ltd is not Smart Cherry Mobiles Ltd's responsibility. Tracking details shall be provided emailed to you same day goods are shipped.
- Should they be required, we can provide video/picture evidence of your stock being packed and how it was packed. All shipping documentation can also be provided along with a full list of what was included and confirmation that your shipment has been checked.

Recycling and Export Regulations and Laws

- The customer acknowledges that the purchased goods sold under this agreement, and the transaction contemplated by this agreement may include technology and software, are subject to the customs and export control laws and regulations and may also be subject to the customs and export laws and regulations of the country in which the products are manufactured and/or received. The customer acknowledges that it is your sole responsibility to comply with and abide by those laws and regulations. (All businesses importing and exporting are legally required to comply with local regulations) Smart Cherry Mobiles Ltd do not accept any responsibility for any export charges or delay with customs

Smart Cherry Mobiles Ltd reserves the right to change our terms and conditions at any time. Should any changes be made, these will be communicated to all customers.

TERMS AND CONDITIONS OF SALE

FULL TRADING NAME			
FULL TRADING ADDRESS			
TOWN		POSTCODE	
TELEPHONE NO.		WEBSITE	

NAME						
ADDRESS						
POSTCODE		HOME TELEPHONE NO.				
DATE INCORPORATED		NO. OF EMPLOYEES				
VAT NO.		COMPANY REG NO.				
SALES REP.		CURRENT TURNOVER				
TYPE OF BUSINESS	SERVICE & REPAIR <input type="checkbox"/>	DISTRUBUTION <input type="checkbox"/>	RETAIL <input type="checkbox"/>	B2B <input type="checkbox"/>	WHOLESALE <input type="checkbox"/>	ONLINE <input type="checkbox"/>

SOCIAL MEDIA	FACEBOOK	TWITTER	INSTAGRAM	GOOGLE +	LINKEDIN
SOCIAL MEDIA ID		@	@		

PURCHASE CONTACT NO.		ACCOUNT CONTACT NO.	
TELEPHONE NO.		TELEPHONE NO.	
MOBILE NO.		MOBILE NO.	
EMAIL		EMAIL	

PLEASE PROVIDE TWO CURRENT TRADE REFERENCES

NAME		NAME	
ADDRESS		ADDRESS	
TELEPHONE NO.		TELEPHONE NO.	

Declaration by applicant:

I/We understand that the information above will be used by Smart Cherry Mobiles Ltd for evaluation purposes and that all the details provided are accurate. I/We also understand that all the information supplied will be treated as confidential. I/We hereby agree that all transactions are conducted in accordance with the terms and conditions of Smart Cherry Mobiles Ltd.

SIGNATURE		PRINT NAME		DATE	
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OFFICE USE ONLY: DATAFILE

APPROVED		PRINT NAME		DATE	
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