

Pack-A-Punch PCs Ltd

Terms and Conditions of Sale

Please read these Terms and Conditions carefully before placing an order. We recommend that you retain or print a copy of these Terms for future reference.

Key Points Summary

This summary is provided for your convenience and highlights the most important aspects of your purchase. It does not replace the full Terms and Conditions below, which take legal precedence in all cases.

Prices: All prices shown on our website are inclusive of VAT. The total amount payable, including any delivery charges, will always be confirmed before you complete your purchase.

Order Confirmation: Placing an order does not immediately form a contract. You will first receive an automated acknowledgement email. A binding contract is only formed when we send you a separate order confirmation email explicitly accepting your order.

Pre-Built PCs — Returns: If you change your mind about a standard pre-built PC, you have 14 days from the day after delivery to cancel your order and return it to us for a full refund, in accordance with the Consumer Contracts Regulations 2013.

Custom PC Builds — No Cooling-Off Right: Custom PC builds are made to your individual specification and are therefore exempt from the 14-day cooling-off cancellation right. Your statutory rights in respect of faulty or misdescribed goods are not affected.

Faulty Goods: If your product develops a fault, your rights under the Consumer Rights Act 2015 apply in full. Within 30 days of delivery you are entitled to a full refund. Between 30 days and 6 months, we will repair or replace first. Beyond 6 months, you may need to demonstrate the fault existed at delivery.

Warranty: All products come with a warranty covering defects in materials and workmanship under normal use. The warranty does not cover accidental damage, liquid damage, misuse, or unauthorised modification. Full details are set out in Section 15.

Component Compatibility: Our website configurator is designed to prevent obviously incompatible component combinations from being selected. If an incompatibility is identified after your order is placed, we will contact you to offer a compatible substitute or a refund.

Custom Build Cancellations: Once a custom build has entered the build stage, cancellation may not be possible. If you need to cancel before the build begins, please contact us as soon as possible.

Data Loss: If you return a product to us for repair or inspection, please back up any personal data beforehand. We cannot be held responsible for data loss during the repair process.

Contact Us: If anything goes wrong, please contact us through our customer support channels and we will do our best to resolve the matter promptly and fairly.

The full Terms and Conditions are set out below and take legal precedence over this summary in all circumstances.

1. Definitions

1.a Buyer: "Buyer" means the individual or business entity purchasing Goods from the Seller.

1.b Pack-A-Punch PCs Ltd ("Seller", "we", "us", "our"): refers to the manufacturer and seller, Pack-A-Punch PCs Ltd.

1.c Terms and Conditions: "Terms and Conditions" is the agreement and "Contract" which is agreed between the "Buyer" and the "Seller" at the point of purchasing a product from the "Seller".

1.d Contract: The "Contract" is the agreement between the "Buyer" and the "Seller" which is agreed upon the purchase of a product from the "Seller".

1.e Goods: "Goods" is/are the product(s) which the "Buyer" has purchased from the "Seller".

1.f Price: "Price" refers to the price shown on the product page and at checkout, and in the order confirmation and invoice of a product when a purchase is made. Price includes VAT at the applicable rate.

1.g Invoice: "Invoice" refers to the document issued by the "Seller" to the "Buyer" detailing the "Goods" and/or "Services" supplied, together with the applicable purchase price, including VAT charged at the prevailing rate.

1.h Hardware: "Hardware" refers to the physical attributes and components of the product supplied by the "Seller" to the "Buyer".

1.i Services: "Services" refers to a non-physical product or service supplied to the "Buyer" by the "Seller".

1.j Software: "Software" refers to any programs or applications that require installation by the Buyer and may require a valid licence or product key in order to operate.

1.k Estimated Delivery Time / ETA: "Estimated Delivery Time" and "ETA" refers to the date on which the "Seller" expects the product to be delivered to the "Buyer".

1.l Estimated Dispatch Date: "Estimated Dispatch Date" refers to the date on which the "Seller" expects the product to be built, tested, and prepared for dispatch to the "Buyer".

1.m Delivery Date: "Delivery Date" refers to the date on which the "Buyer" will be in receipt of the product, dispatched by the "Seller", which is confirmed by our chosen "Courier".

1.n Courier: "Courier" refers to the business entity chosen by the "Seller", which carries out deliveries of the products ordered by the "Buyer".

1.o Working Day: "Working Day" refers to any day between Monday to Saturday, 8am–6pm, excluding bank holidays and public holidays held in England, unless otherwise stated by the "Seller".

1.p RMA: "RMA" means a Return Merchandise Authorisation issued by the "Seller" for approved returns.

1.q Collect and Return: "Collect and Return" refers to the returns process which is authorised, organised, and conducted by the "Seller" at the "Seller's" expense.

1.r Consumer-Caused Damage: "Consumer-Caused Damage" refers to any physical damage, misuse, modification, neglect, liquid damage, accidental damage, or improper handling occurring after delivery of the "Goods", excluding faults arising from manufacturing defects, transit damage, or issues covered under the Buyer's statutory rights.

1.s Pre-Built PC: "Pre-Built PC" refers to a gaming personal computer assembled by the "Seller" using a fixed, pre-determined configuration of components, offered for sale without individual customisation by the "Buyer".

1.t End of Life / EOL: "End of Life / EOL" refers to when a product is no longer being manufactured or sold as new by the manufacturer of that product. Once a product reaches "End of Life / EOL", it can no longer be replaced like-for-like by the "Seller".

1.u Data Protection Laws: "Data Protection Laws" refer to the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018, which the "Seller" abides by.

1.v Order Confirmation Page: "Order Confirmation Page" refers to the website page shown to the "Buyer" before the confirmation of an order, which ensures all customer details are correct and shows the total "Price" due to be paid, including any applicable VAT and delivery charges.

2. Acceptance of Terms

2.a When creating an account with the "Seller" or making a purchase from the "Seller", you confirm that you have read, understood, and accepted these "Terms and Conditions", and agree to be bound by them and any policies referenced within them.

2.b If you do not agree with these Terms, please refrain from using our website and/or purchasing any products from us.

2.c By accepting these Terms, you confirm that all information provided about yourself is accurate and complete, and that you are legally capable of entering into a binding "Contract".

3. Company Information

3.a Company Name: Pack-A-Punch PCs Ltd

3.b Company Address: [TO BE COMPLETED]

3.c Company Number (Companies House): 16316337

4. Products, Prices, Descriptions & Promotions

4.a All product images displayed on the "Seller"'s website, including any computer-generated renders, AI-generated images, or digitally produced visuals, are for illustrative purposes only and may not accurately depict the exact product supplied by the "Seller". Where such images are not photographs of the actual "Goods", this will be clearly indicated with the label "Rendered image - for illustrative purposes only" or similar wording in proximity to the image. The specifications and components listed in each product description represent the definitive description of the "Goods" to be supplied, and it is these specifications which form the basis of the contract, not the images.

4.b The "Price" due to be paid by a "Buyer" upon creating an order will be shown on the product page, in the "Buyer's" basket, and on the "Order Confirmation Page" before paying for the product and creating the order.

4.c The final amount due to be paid to the "Seller" will be confirmed on the "Order Confirmation Page" before finalising a purchase, including any applicable delivery charges.

4.d All prices shown to the "Buyer" are inclusive of VAT at the applicable rate. In accordance with the Digital Markets, Competition and Consumers Act 2024, all mandatory charges (including delivery) will be displayed in full before the point of purchase and no additional charges will be applied after the order is confirmed.

4.e If the "Seller" is unable to provide the exact product ordered by the "Buyer", the "Seller" will contact the "Buyer" and offer either a substitute of equivalent or superior value, or a full refund. In the case of a full refund, an email confirmation of the refund total will be issued to the "Buyer".

4.f Once an order has been confirmed, additional discounts or promotional offers cannot be applied retrospectively.

4.g When you order a product from the "Seller", you agree to pay the price shown on the "Order Confirmation Page" before confirming your purchase.

4.h If any prices have been incorrectly listed, we will promptly inform any affected "Buyers". If the "Buyer" is unhappy with any potential changes, a full refund or equivalent value substitute will be offered.

4.i The "Seller" reserves the right to amend, suspend, or withdraw promotions at any time where reasonably necessary.

4.j All promotional offers are subject to availability. The "Seller" is under no obligation to fulfil a promotion that has expired, been cancelled, or is no longer available. The "Seller" shall not be liable for any loss arising from the withdrawal or discontinuation of a promotion, however, where possible, an alternative will be offered.

4.k Promotional offers hold no cash value, have no cash alternative, are non-transferable unless stated otherwise, and may be refused where fraudulent activity or misuse is detected.

4.l While the "Seller" makes every effort to ensure all product descriptions and specifications are accurate, we do not guarantee that all information is entirely free from error. Due to the customisable nature of many products and component availability, descriptions and specifications may be subject to amendment.

4.m Where product listing images are computer-generated renders or AI-generated visuals rather than photographs of actual "Goods", the "Seller" will ensure this is clearly communicated to the "Buyer" at the point of purchase through on-page labelling. The use of such images does not constitute a misrepresentation of the "Goods", provided that the listed component specifications accurately reflect what will be supplied.

4.n The "Buyer" is encouraged to rely on the written component specifications listed on each product page, rather than visual representations, when making a purchasing decision. If the "Buyer" has any questions about the appearance of a specific component or build, they are invited to contact the "Seller" prior to placing an order.

5. Account Creation & Newsletter Sign-Up

5.a When creating an account with Pack-A-Punch PCs Ltd, you must provide accurate and complete information. By creating an account, you confirm that you have read, understood, and agree to be bound by these Terms and Conditions. Acceptance is confirmed through a clear affirmative action (such as ticking a checkbox) prior to account creation or order placement. We reserve the right to suspend or terminate accounts where false information, misuse, or fraudulent activity is suspected.

5.b Signing up to our newsletter is entirely optional and is not required to create an account or place an order. Where you opt in to receive marketing communications, you consent to receive emails from Pack-A-Punch PCs Ltd regarding promotions, product updates, offers, and announcements. You may withdraw your consent at any time by clicking the unsubscribe link in any marketing email or by contacting us directly.

5.c Any promotions offered in connection with account creation or newsletter sign-up are subject to availability, may be amended or withdrawn at any time, and have no cash value. Promotion terms are separate from the general Terms and Conditions of Sale.

6. Order Process

6.a All orders placed through our website constitute an offer by the "Buyer" to purchase "Goods" in accordance with these Terms and Conditions. The "Seller" reserves the right to accept or decline any order at its sole discretion.

6.b When an order is placed, the "Buyer" will receive an automated order acknowledgement email confirming receipt of the order. This acknowledgement does not constitute acceptance of the order or formation of a "Contract". A binding "Contract" between the "Buyer" and the "Seller" is formed only upon the "Seller" sending a separate order confirmation email explicitly accepting the order. The "Seller" reserves the right to decline any order prior to this acceptance, in which case any payment taken will be refunded in full within 14 calendar days.

6.c It is the "Buyer's" responsibility to ensure that all details entered at the time of ordering, including delivery address and contact information, are accurate and complete. The "Seller" accepts no liability for delays or failures to deliver resulting from inaccurate information provided by the "Buyer".

6.d The "Seller" reserves the right to cancel an accepted order in exceptional circumstances, including but not limited to stock unavailability, pricing errors, or suspected fraudulent activity. In such cases, any payment received will be refunded in full within 14 calendar days.

6.e Once an order is confirmed, amendments requested by the "Buyer" (including changes to specification, delivery address, or cancellation) must be submitted in writing to our customer support team as soon as possible. The "Seller" will use reasonable endeavours to accommodate such requests but cannot guarantee changes will be possible once building or processing of the order has commenced.

7. Consumer Cancellation Rights

7.a In accordance with the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, "Buyers" who are consumers have the right to cancel a distance contract within 14 calendar days without giving any reason. This is known as the "cooling-off period". This right applies to standard "Pre-Built PC" orders only.

7.b The cooling-off period begins the day after the "Buyer" receives the "Goods". To exercise the right to cancel, the "Buyer" must inform the "Seller" in writing (via email or through our customer support channels) before the expiry of the 14-day period. The "Buyer" must then return the "Goods" within a further 14 days of notifying the "Seller" of cancellation.

7.c Custom PC Build Orders are exempt from the 14-day cooling-off right under Regulation 28(1)(b) of the Consumer Contracts Regulations 2013, as they are made to the "Buyer's" individual specification. This exemption will be clearly communicated to the "Buyer" prior to placing a custom order. The "Buyer's" statutory rights in respect of faulty or misdescribed "Goods" are not affected by this exemption.

7.d Where a valid cancellation is made under clause 7.a, the "Seller" will issue a full refund, including standard delivery charges paid, within 14 calendar days of receiving the returned "Goods" or evidence of return. The "Seller" may reduce the refund to reflect any diminished value of the "Goods" caused by handling beyond what is necessary to inspect them.

7.e The cost of returning "Goods" under the cooling-off period is the responsibility of the "Buyer", unless the "Goods" are faulty, damaged, or not as described, in which case the "Seller" will arrange and bear the cost of return. The "Seller" strongly recommends using a tracked and insured delivery service, as the "Buyer" is responsible for "Goods" until they are received by the "Seller".

7.f Nothing in this section limits or excludes the "Buyer's" statutory rights under the Consumer Rights Act 2015 or any other applicable legislation.

8. Payment

8.a Full payment for "Goods" is required at the point of order placement, unless a specific alternative payment arrangement has been agreed in writing with the "Seller" prior to the order being placed. The "Seller" does not accept partial or instalment payments unless explicitly agreed.

8.b Accepted payment methods will be displayed at checkout. The "Seller" uses secure, industry-standard payment processing. Card details are not stored by the "Seller" and all payment data is handled in accordance with applicable data security standards.

8.c All payments must be made in Pounds Sterling (GBP). The "Seller" accepts no liability for currency conversion charges or fees applied by the "Buyer's" bank or payment provider.

8.d In the event of a failed or declined payment, the "Seller" reserves the right to cancel the order. The "Seller" will contact the "Buyer" to notify them of any payment failure.

8.e The "Seller" reserves the right to verify the identity of the "Buyer" and the payment method used, and may request supporting documentation where necessary to protect against fraud. Failure to provide satisfactory verification may result in the order being cancelled and the payment refunded.

9. Build Times & Delivery

9.a The "Estimated Dispatch Date" and "Estimated Delivery Time" for all orders will be communicated to the "Buyer" in the order confirmation email. These are estimates only and are not guaranteed. Times stated are in "Working Days" unless otherwise specified.

9.b In accordance with the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, unless otherwise agreed, the "Seller" will deliver "Goods" within a maximum of 30 calendar days of the order being confirmed. If the "Seller" is unable to meet this timeframe, the "Buyer" will be notified promptly and offered the option to agree a revised delivery date or receive a full refund.

9.c Delivery is available to addresses within the United Kingdom only. The "Seller" does not currently offer international shipping. It is the "Buyer's" responsibility to ensure that the delivery address provided is correct and accessible. The "Seller" accepts no liability for delays or failed deliveries resulting from an incorrect or inaccessible address provided by the "Buyer".

9.d The "Seller" will select an appropriate "Courier" for each order. Tracking information will be provided to the "Buyer" once the order has been dispatched. Delivery timescales quoted by the "Courier" are estimates and are not guaranteed by the "Seller".

9.e Risk in the "Goods" passes to the "Buyer" upon delivery. The "Buyer" is advised to inspect "Goods" promptly upon receipt and report any transit damage or missing items to the "Seller" within 48 hours of delivery, providing photographic evidence where possible. The "Buyer" should retain all original packaging until the "Goods" have been inspected and confirmed to be free from transit damage, as this may be required to support any courier claim.

9.f If the "Buyer" fails to accept delivery of the "Goods" and the "Courier" is unable to complete delivery after a reasonable number of attempts, the "Goods" may be returned to the "Seller". In such circumstances, the "Buyer" may be liable for any re-delivery charges incurred.

10. Custom PC Build Orders

10.a Custom PC Build Orders are orders placed by a "Buyer" specifying a bespoke configuration of components to be assembled by the "Seller". As "Goods" made to the

"Buyer's" individual specification, Custom PC Build Orders are exempt from the 14-day cooling-off cancellation right under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013. This exemption will be clearly communicated prior to order confirmation.

10.b The "Buyer's" statutory rights under the Consumer Rights Act 2015 in respect of faulty, damaged, or misdescribed "Goods" are not affected by the custom order exemption.

10.c The "Seller" will use reasonable endeavours to source all components specified by the "Buyer". In the event that a specified component is unavailable, discontinued, or subject to "End of Life / EOL" status, the "Seller" will contact the "Buyer" and offer an equivalent or superior alternative component at no additional cost, or a full or partial refund as appropriate.

10.d The "Seller" will use reasonable endeavours to identify and prevent obvious incompatible component combinations from being selectable through the website's configuration tool. Where an incompatible component combination is identified after an order has been placed, the "Seller" will contact the "Buyer" and may offer either a compatible substitute component of equivalent or superior value at no additional cost, or a refund of the affected component or the order as appropriate. Nothing in this clause affects the "Buyer's" statutory rights under the Consumer Rights Act 2015.

10.e Custom PC Build Orders may require a longer "Estimated Dispatch Date" than standard "Pre-Built PC" orders, depending on component availability and build complexity. The "Seller" will communicate expected build and dispatch timescales in the order confirmation email.

10.f Once a Custom PC Build Order has entered the build stage, cancellations may not be possible. Requests to cancel prior to the build commencing will be considered at the "Seller's" discretion, and any refund will reflect any costs already incurred by the "Seller" in sourcing components.

11. Returns & Refunds

11.a The "Seller" operates in full compliance with the Consumer Rights Act 2015. Where "Goods" are faulty, not as described, or not fit for purpose, the "Buyer" is entitled to a repair, replacement, or refund depending on the circumstances and the timeframe in which the fault is reported.

11.b Within 30 days of delivery: if the "Goods" are found to be faulty, not as described, or not fit for purpose, the "Buyer" is entitled to a full refund. The "Seller" will arrange collection of the "Goods" at no cost to the "Buyer".

11.c Between 30 days and 6 months of delivery: the "Seller" will first attempt a repair or replacement. If the repair or replacement is unsuccessful or not possible, the "Buyer" will be entitled to a full or partial refund as appropriate.

11.d Beyond 6 months of delivery: the "Buyer" must demonstrate that the fault existed at the time of delivery. If this is established, the "Seller" will offer a repair, replacement, or partial refund, reflecting any fair usage of the product.

11.e Returns for reasons other than fault (e.g. change of mind on standard "Pre-Built PC" orders within the cooling-off period) must follow the process outlined in Section 7. All returns require prior authorisation from the "Seller" via an RMA. "Goods" returned without an RMA may not be accepted.

11.f Refunds will be processed to the original payment method within 14 calendar days of the "Seller" receiving the returned "Goods" or evidence that they have been dispatched. The "Seller" will confirm refunds in writing to the "Buyer".

11.g "Goods" returned must be in an appropriate condition for inspection. Where "Consumer-Caused Damage" is identified upon return, the "Seller" reserves the right to

reduce the refund amount or decline the return entirely, subject to the "Buyer's" statutory rights.

12. Data Loss Disclaimer

12.a Where "Goods" are returned to the "Seller" for repair, inspection, or replacement under warranty or these Terms, any data stored on the "Goods" may be lost, deleted, or overwritten during the diagnostic or repair process. The "Seller" accepts no liability for any loss of data arising from such processes.

12.b The "Buyer" is strongly advised to back up all personal data stored on the "Goods" before returning them to the "Seller" for any purpose. The "Seller" will not be responsible for any data loss resulting from the "Buyer's" failure to back up data prior to return.

12.c The "Seller" will handle any personal data stored on returned "Goods" in accordance with its obligations under UK GDPR and the Data Protection Act 2018, and will take reasonable steps to ensure such data is securely deleted where a device is replaced or disposed of.

13. No Fault Found

13.a Where "Goods" are returned to the "Seller" for inspection or repair and no fault, defect, or issue is found with the "Goods" ("No Fault Found"), the "Seller" reserves the right to charge a diagnostic fee to cover the cost of inspection and return shipping. Any applicable diagnostic fee will be communicated to the "Buyer" prior to the return being processed.

13.b Where a "No Fault Found" outcome is determined, the "Seller" will return the "Goods" to the "Buyer" in the same or better condition than received. The "Seller" will provide the "Buyer" with a written summary of the diagnostic process and findings. For the avoidance of doubt, issues arising from software configuration, driver conflicts, third-party software, operating system corruption, or user error may also result in a "No Fault Found" outcome, as these do not constitute defects in the "Goods" themselves.

13.c A "No Fault Found" outcome does not affect the "Buyer's" statutory rights. If the "Buyer" believes the "Seller's" diagnosis is incorrect, they may seek an independent assessment and contact the "Seller" to resolve the matter. If a resolution cannot be reached, the "Buyer" may refer the matter to an Alternative Dispute Resolution (ADR) scheme or seek redress through the courts.

14. Fraudulent Claims & Chargebacks

14.a The "Seller" takes fraudulent activity and false claims very seriously. Where a "Buyer" initiates a chargeback, payment dispute, or return that the "Seller" reasonably believes to be fraudulent, misleading, or without legitimate basis, the "Seller" reserves the right to dispute such claim with the relevant payment provider and/or report the matter to the appropriate authorities.

14.b The "Seller" retains comprehensive records of all transactions, communications, order details, and dispatch information. This documentation may be used as evidence in the event of a disputed transaction, chargeback, or legal proceeding.

14.c Where a chargeback is raised against the "Seller" that is subsequently determined to be fraudulent or without legitimate basis, the "Seller" reserves the right to recover any associated losses, costs, and fees from the "Buyer" through all available legal means. The "Buyer's" account may also be suspended or permanently closed.

14.d Nothing in this section is intended to limit or restrict the "Buyer's" right to raise a legitimate dispute or exercise their statutory rights in good faith.

15. Warranty

15.a All "Goods" sold by the "Seller" are covered by the "Seller's" warranty in addition to any applicable manufacturer's warranty on individual components. The duration and scope of the warranty will be specified on the product listing and in the order confirmation email. Nothing in this warranty affects the "Buyer's" statutory rights under the Consumer Rights Act 2015.

15.b The warranty covers defects in materials and workmanship under normal use and conditions. It does not cover faults arising from "Consumer-Caused Damage", including but not limited to: physical damage, liquid damage, unauthorised modification, unauthorised manual overclocking beyond manufacturer specifications, use of incompatible components, accidental damage, neglect, or misuse. For the avoidance of doubt, automatic performance boost features operating within manufacturer specifications (such as factory boost clocks) do not constitute overclocking and do not affect warranty validity.

15.c To make a warranty claim, the "Buyer" must contact the "Seller" through our customer support channels with proof of purchase, a description of the fault, and (where possible) photographic or video evidence. The "Seller" will assess the claim and, if valid, arrange for repair, replacement, or an appropriate remedy.

15.d Where a component within the "Goods" has reached its "End of Life / EOL" status and cannot be replaced like-for-like, the "Seller" will offer the nearest available equivalent component or an appropriate partial refund reflecting the remaining warranty period.

15.e Warranty claims are non-transferable and apply only to the original "Buyer". The warranty is valid only within the United Kingdom.

15.f Individual components within the "Goods" may be subject to separate manufacturer warranties. The "Seller" will assist the "Buyer" in making use of any applicable manufacturer warranties where relevant, but the "Seller's" own warranty obligations are distinct from those of component manufacturers.

16. Limitation of Liability

16.a Nothing in these Terms and Conditions shall limit or exclude the "Seller's" liability for: death or personal injury caused by its negligence; fraud or fraudulent misrepresentation; breach of the terms implied by the Consumer Rights Act 2015; or any other liability which cannot be limited or excluded under applicable law.

16.b Subject to clause 16.a, the "Seller's" total liability to the "Buyer" in respect of any claim arising under or in connection with these Terms and Conditions shall not exceed the total "Price" paid by the "Buyer" for the "Goods" giving rise to the claim.

16.c The "Seller" shall not be liable for any indirect, special, or consequential loss or damage arising from the use of the "Goods", including but not limited to: loss of data, loss of business or commercial profits, loss of business, or business interruption, even if the "Seller" has been advised of the possibility of such losses, except where such losses arise from the "Seller's" negligence or breach of statutory duty.

16.d The "Seller" does not warrant that the "Goods" will be suitable for any specific purpose not communicated to and confirmed by the "Seller" in writing prior to the order being placed.

17. User Misconduct

17.a The "Buyer" agrees not to use any "Goods" purchased from the "Seller" for any unlawful, harmful, or fraudulent purpose, including but not limited to activities that violate applicable law or infringe the rights of any third party.

17.b The "Buyer" agrees not to engage in abusive, threatening, or harassing behaviour towards any member of the "Seller's" staff or representatives. The "Seller" reserves the right to terminate any customer account and refuse future orders where such behaviour is demonstrated.

17.c Any attempt to manipulate, circumvent, or exploit the "Seller's" systems, policies, or promotions (including but not limited to creating multiple accounts to abuse promotional offers) will be considered a breach of these Terms and may result in account suspension, cancellation of orders, and recovery of any losses incurred by the "Seller".

18. Force Majeure

18.a The "Seller" shall not be liable for any failure or delay in performing its obligations under these Terms and Conditions where such failure or delay results from events beyond the "Seller's" reasonable control ("Force Majeure Events"), including but not limited to: acts of God, natural disasters, fire, flood, pandemic, epidemic, war, civil unrest, government action, industrial action, failures of third-party suppliers or logistics providers, or disruptions to power or internet infrastructure.

18.b Where a Force Majeure Event occurs, the "Seller" will notify the "Buyer" as soon as reasonably practicable and will use reasonable endeavours to minimise the impact on the "Buyer's" order. If the Force Majeure Event continues for more than 30 calendar days, either party may cancel the affected order, and any payments made will be refunded in full within 14 calendar days.

18.c A Force Majeure Event does not affect the "Buyer's" statutory rights, including the right to a refund where "Goods" are not delivered within the agreed timeframe.

19. Intellectual Property

19.a All content published on the "Seller's" website, including but not limited to text, product descriptions, images, graphics, logos, and branding, is the intellectual property of Pack-A-Punch PCs Ltd or is used with the permission of the relevant rights holder. Unauthorised reproduction, copying, or distribution of any such content is strictly prohibited.

19.b The "Buyer" is granted a limited, non-exclusive, non-transferable licence to use any "Software" supplied with the "Goods" in accordance with the relevant end-user licence agreement ("EULA"). The "Seller" does not warrant that any such "Software" is free from errors or will operate uninterrupted. "Software" licences are not transferable unless expressly permitted by the software manufacturer.

19.c Third-party trademarks, brand names, and product names referenced on the "Seller's" website are the property of their respective owners and are used for identification purposes only. Their use does not imply any affiliation with or endorsement by those third parties.

20. Miscellaneous

20.a Entire Agreement: These Terms and Conditions, together with the order confirmation and any policies referenced herein, constitute the entire agreement between the "Buyer" and the "Seller" in respect of the purchase of "Goods" and supersede all prior discussions, representations, or agreements.

20.b Severability: If any provision of these Terms and Conditions is found by a court of competent jurisdiction to be invalid, unlawful, or unenforceable, that provision shall be deemed severed from the remaining provisions, which shall continue in full force and effect.

20.c Waiver: Any failure by the "Seller" to enforce a right under these Terms and Conditions shall not constitute a waiver of that right and shall not prevent the "Seller" from exercising that right at a later date.

20.d Amendments: The "Seller" reserves the right to amend these Terms and Conditions where reasonably necessary, including to reflect changes in law, regulation, business practices, or operational requirements. Any changes will be published on the "Seller's" website and will apply to orders placed after the date of publication. The "Seller" recommends that the "Buyer" regularly reviews these Terms.

20.e Alternative Dispute Resolution: In the event of a dispute that cannot be resolved through the "Seller's" customer support channels, the "Buyer" may refer the matter to an approved Alternative Dispute Resolution (ADR) provider. The "Seller" will provide details of available ADR schemes upon request. The "Buyer's" right to seek redress through the courts is not affected.

21. Retention of Title

21.a Ownership of the "Goods" shall not pass to the "Buyer" until full cleared payment has been received by the "Seller". Until ownership passes, the "Buyer" shall hold the "Goods" on behalf of the "Seller" and shall store them safely and without damage.

21.b In the event that payment is reversed, charged back, or otherwise not received in full by the "Seller", the "Seller" reserves the right to recover the "Goods" from the "Buyer". The "Buyer" agrees to cooperate with any reasonable steps taken by the "Seller" to recover the "Goods" in such circumstances.

21.c Risk in the "Goods" passes to the "Buyer" upon delivery in accordance with clause 9.e, notwithstanding that ownership may not yet have passed under this section.

22. Business Use Disclaimer

22.a Unless expressly agreed otherwise in writing by the "Seller" prior to the order being placed, all "Goods" are supplied for consumer and personal use only. The "Seller" accepts no liability for any losses arising from the use of "Goods" for commercial, business, or professional purposes, including but not limited to loss of business revenue, commercial profits, or business interruption.

22.b Where a "Buyer" intends to use "Goods" for commercial or business purposes, they must notify the "Seller" in writing prior to placing an order. Different terms may apply to such orders at the "Seller's" discretion.

24. Product Imagery & Representations

24.a The "Seller" operates a dropship and made-to-order fulfilment model for certain products, which means that physical units may not be available for photography prior to listing. In these circumstances, the "Seller" may use computer-generated renders, AI-assisted visuals, or manufacturer press imagery to represent the "Goods" on the website.

24.b All such non-photographic images will be clearly labelled on the product listing page with wording such as: "Rendered image - for illustrative purposes only" or "Representative

image - actual build may vary slightly in appearance". This labelling is provided in compliance with the Consumer Protection from Unfair Trading Regulations 2008 and the Digital Markets, Competition and Consumers Act 2024, and is intended to ensure full transparency with the "Buyer".

24.c The contractual description of the "Goods" is defined exclusively by the written component specifications listed on each product page and confirmed in the order confirmation email. Where any discrepancy exists between a product image and the written specification, the written specification shall prevail in all circumstances.

24.d The "Seller" will use reasonable endeavours to ensure that all images, whether photographic or rendered, are as accurate a representation of the listed "Goods" as is practicable. This includes ensuring that case models, colour finishes, and primary visible components depicted in images correspond to those specified in the product listing.

24.e Where the "Seller" subsequently obtains photographic images of a completed build, it will endeavour to replace rendered or AI-generated images with real photographs at the earliest opportunity. The "Buyer" is not entitled to any remedy solely on the basis that the product images shown at the time of purchase were rendered rather than photographic, provided the "Goods" supplied conform to the written specification.

24.f Nothing in this section limits or excludes the "Buyer"'s statutory rights under the Consumer Rights Act 2015, including the right to a remedy where "Goods" are not as described in the written specification.

23. Governing Law

23.a These Terms and Conditions of Sale, together with any contract for the supply of "Goods" by Pack-A-Punch PCs Ltd, shall be governed by and interpreted in accordance with the laws of England and Wales. Any disputes arising in connection with these Terms or the purchase of "Goods" shall be subject to the exclusive jurisdiction of the courts of England and Wales.

23.b If you have any questions regarding these Terms and Conditions, require clarification on any part of this document, or believe there may be an error or issue, please contact us through our customer support channels and we will be happy to assist.

These Terms and Conditions are accurate and up to date as of [DATE] 2026. Version 4. They are regularly reviewed and occasionally updated. If you need to raise any issues, please first check our most recent Terms and Conditions before contacting us through our customer support channels.