

# Accordis Ltd Disclosure Policy

## Business Description

---

Accordis Limited is an IT Systems and Solutions provider, with a focus on the needs of small and medium-sized businesses. Since the company's formation we have delivered expert assistance to a wide range of companies, and developed cost effective software to help them run efficient and profitable businesses.

We deliver the best quality computer systems available, including those from Dell Computer Corporation with whom we are in partnership. We install, configure, and fully support the servers, PCs and network equipment that we sell. We can help you to use your systems efficiently with our training services.

On the software front we specialise in business management systems - especially accounting systems and solutions for 'Customer Relationship Management' - which could be a simple contact management system or a full enterprise-wide sales, service and marketing database.

Our goal is to give customers a complete and excellent service, reflecting their needs, without either blinding them with jargon or insulting their intelligence. With twenty years' experience in information technology, we still recognise that we can learn much from our customers.

## Privacy Policy

---

Accordis only collects from customers that information which is necessary to complete a transaction, and to communicate with them according to their preferences. This will typically be limited to contact information and technical information about systems and their configurations.

We do not share our customers' information with any third party.

If customers do not wish to receive routine communications from us, they can inform us by emailing [info@accordis.co.uk](mailto:info@accordis.co.uk). We will then remove their details from any lists used to keep customers informed about our products and services. However, we may still need to contact customers about past transactions or for necessary account management purposes.

All information collected by Accordis is stored securely, and accessible only to the relevant staff, on our internal systems not our web servers. No customers' debit or credit card information is stored on our systems.

If a customer wishes to make any corrections to information they believe we hold incorrectly, they may contact us by email on [info@accordis.co.uk](mailto:info@accordis.co.uk). We will then make efforts to correct details in a timely fashion.

## Delivery Policy

---

The delivery arrangements and lead times for orders vary depending on the original supplier or distributor, and these arrangements and the associated costs will be made clear at the time of ordering.

Where payment is collected by debit or credit card, this will only occur at the time of dispatch, except in the instance that a deposit is required for large orders, in which case individual arrangements will be made and agreed in advance with customers.

Small items are sent by post, and can be registered according to the customer's preference. Larger items will be dispatched direct from a distributor or may be delivered by Accordis in conjunction with onsite installation services.

We do not deliver outside the United Kingdom except by special arrangement.

## Refund Policy

---

Items ordered in error may be returned, so long as they are of a nature and in a condition which allows us to return them to a distributor or return them to stock, less a 5% handling charge (minimum £10). However, software licenses may not be returned.

Items received damaged can always be returned for a full refund so long as the damage was not due to the actions of the customer.

All enquiries about returns, replacements or refunds should be addressed by email to [info@accordis.co.uk](mailto:info@accordis.co.uk), or by post to Accordis Limited, 5a Station Road, Cippenham, Slough, Berks SL1 6JJ.

## Contact Information

---

All enquiries relating to this policy should be addressed to: Accordis Limited, Suite 9, Stubbings House, Henley Road, Maidenhead, Berks SL6 6QL or emailed to [info@accordis.co.uk](mailto:info@accordis.co.uk) or telephone 01628 200030.

Last updated September 2011