

## **Terms and Conditions**

Last Updated: January 2025

Company Name: Computer Waste Recycling Ltd

Company Number: 15426442

Registered Address: 46 Jellicoe Road, Leicester, LE5 4FN

### **1. Introduction**

These Terms and Conditions ("Terms") govern the use of services provided by Computer Waste Recycling Ltd ("Company", "we", "us", or "our"). By engaging with us — including requesting a quote, booking a collection, or using our services — you are deemed to have accepted these Terms in full.

If you do not agree with any part of these Terms, please do not proceed with our services.

### **2. Scope of Services**

- Collection and recycling of Waste Electrical and Electronic Equipment (WEEE)
- Certified digital and physical data destruction
- IT asset audits (only when requested by the client)
- Secure document and paper shredding
- Logistics and waste transfer tracking in compliance with UK environmental standards

### **3. Client Responsibilities**

- By using our services, you confirm that:
- You are legally authorised to dispose of the items you provide
- Items handed over do not contain any undeclared hazardous or restricted substances
- Clear, timely access to your premises is provided for any scheduled collections, failure to meet these obligations may result in service delays or additional charges.

#### 4. Data Security and Destruction

- We take data protection seriously. For all data-bearing devices provided:
- We will not **access, read, or view any of your files or data**
- Devices are processed directly through certified data-wiping software or physically destroyed
- All devices are recycled in line with environmental standards
- Ownership of all devices and materials transfers to Computer Waste Recycling Ltd upon collection, unless a prior written agreement states otherwise
- Data Destruction Certificates are issued digitally by default. Printed copies are available on request. Clients are responsible for backing up all necessary data prior to handover.

#### 5. Use of Client Logos and Testimonials

- By working with us, you agree that we may use your logo and/or testimonial (if provided) in marketing materials, including:
- Our website
- Social media platforms
- Printed or digital case studies
- To opt out, simply notify us in writing and we will respect your decision immediately.

#### 6. Scheduling, Additional Services & Charges

- Collections are typically scheduled within 7 business days of confirmation
- Missed or inaccessible collections may incur a rebooking fee
- Additional services requested (e.g. battery disposal, CRT handling) may involve added charges
- **All additional charges will be clearly communicated in writing or email and only applied after your approval.**

## 7. Invoicing and Payment Terms

- Invoices are issued once services are completed or a formal booking is confirmed
- Clients **have 14 days** from the invoice date to make payment, unless otherwise agreed in writing
- Quotes remain valid for 30 days from the date issued
- Unpaid invoices beyond the 14-day period may result in postponed or withheld services

## 8. IT Audits

- Available on request, our IT asset audits may include:
- Asset tagging
- Serial number logging
- Condition grading
- Compliance summaries
- Additional fees may apply depending on audit scope and will be quoted in advance.

## 9. Ownership of Items

- Unless otherwise agreed in writing before collection:
- All collected or delivered items will undergo data destruction and recycling
- Ownership fully transfers to Computer Waste Recycling Ltd
- Requests for return or retention of specific items must be made in writing in advance

## 10. Liability

- We are not liable for any Data left on devices not disclosed to us as damaged or encrypted
- Delays due to external factors (e.g. strikes, weather, breakdowns)
- Minor property damage unless due to proven negligence our total liability is capped at the amount paid for the relevant service

## 11. Compliance

- We strictly adhere to UK regulations, including:
- Waste Electrical and Electronic Equipment (WEEE) Regulations
- UK GDPR and Data Protection Act 2018
- Environmental Agency guidance
- Duty of Care waste management obligations
- Compliance documentation is available upon request.

## 12. Termination and Cancellation

- Either party may terminate with 14 days' written notice
- Cancellations with less than 24 hours' notice may incur a fee
- All outstanding invoices must be paid in full prior to termination

## 13. Changes to Terms

We may update these Terms at any time. The latest version will always be accessible on our website.

Continued use of our services implies agreement to the updated Terms.

## 14. Governing Law


These Terms are governed by the laws of England and Wales.


Disputes will be resolved exclusively in the courts of England and Wales.


## 15. Contact Us

For questions, opt-out requests, or general enquiries, reach out to:

Computer Waste Recycling Ltd

 0330 341 0785

 [info@computerwaste.co.uk](mailto:info@computerwaste.co.uk)

 [www.computerwaste.co.uk](http://www.computerwaste.co.uk)