

TERMS & CONDITIONS

Orders & Shipping

For your safety and convenience, orders are only taken via our online store and not on our telephone number. This ensures that your contact details can be confirmed by you, and to ensure your personal details and payment information data remains secure and confidential.

Stock permitting, we try to dispatch your order the same day (Monday–Friday) if received before 3pm.

We ship using GLS couriers and this may take up to 5 days. Shipping is included for all orders placed and delivered in Ireland. If you require faster delivery you can upgrade for an additional cost. Please phone or email info@cellnet.ie for details.

Any delays or damage to your order must be reported to info@cellnet.ie within 14 days of dispatch.

Invoicing

Our invoices are electronically dispatched to your email address along with your order tracking information. If you require a postal invoice please let us know by phone or by email to info@cellnet.ie.

Payment

Payment is required before goods are dispatched, unless otherwise agreed. We accept most major credit and debit cards and use [Stripe](#) to process your payment securely.

All goods are subject to availability. The price for the goods will be stipulated at the time when you place your order. If we are unable to fulfil your order we shall refund any monies already paid. We are not liable for compensation or damages if we are unable to supply goods.

We reserve the right to change prices without notification when and where necessary. We are entitled to make adjustments to the price to take account of any increase in our supplier's charges, or if the quoted price is incorrect due to an error or omission. In such an event we shall inform you of the correct price and give you the option to cancel your order at no charge.

All goods supplied or installed remain the property of Cellnet until payment has been received in full.

Suitability of Goods

Goods are not sold on a trial basis except by prior written contract.

As a result of continuous development the specification or design of goods may vary from the information quoted.

Warranty Policy

All goods are covered by a 12 month return-to-base (RTB) warranty unless otherwise stated. Our liability under this warranty is limited to the value of the goods and does not extend to any consequential loss, however incurred.

The RTB warranty does not include return shipping. Warranty replacement items have a three (3) month warranty from date of shipping or the balance of the 12-month warranty on the original item, whichever is longer.

We reserve the right to substitute warranty items with a product of similar or better specification.

If your goods turn out to be defective you must contact us at info@cellnet.ie and request and complete our RMA>Returns form for items being returned.

Cooling-off Period

You are entitled to change your mind and cancel your order for any reason, for up to 14 calendar days after you receive the goods. Before that time you can cancel the order to receive a full refund.

Should you wish to cancel an order you must confirm this to us **in writing to info@cellnet.ie** within 14 days from the date of delivery. If your order is split, this notification must be made within 14 days from receipt of the last item in your order. **In your email please request and complete our RMA>Returns form for items being returned, regardless of whether they are returns or faulty items.**

You must ensure that reasonable care is taken of the goods and that they are returned to us by some form of insured, signed-for carrier at your expense. On receipt of the returned items, they will be checked and tested. We shall then credit you with the total amount paid for the order. Priority shipping charges, if selected at the time of order, cannot be refunded.

Your right to cancel is not extended to goods made to your specifications, such as custom-made cables.

If returning items please ensure that they are packed in a secure box or bag. (Do not just tape up the presentation box and put delivery labels on it!) We reserve the right to apply a restocking charge for items returned in an unsaleable condition. (This applies to packaging, manuals, CDs, accessories and other items included with the listed product.)

Privacy Policy

All information provided on your order is handled in the strictest confidence. We do not sell any of your information, and the information provided (including ex-directory phone numbers) are only used in conjunction with your order.

We do not make sales calls.

Fair Usage Policy

Fair usage policy is related to mobile provider carriers selected by a customer and used by individuals. Our main product, a 3G/4G LTE broadband system, utilises a mobile SIM card selected and/or provided by you, the end user.

If you decide to combine our equipment with that of a third-party mobile broadband provider, you have to keep up with service payments directly through those selected mobile carriers. **We take no responsibility for improper usage of data tariffs related to customer pay as you go (PAYG) or bill pay numbers.**

The policies of all mobile data providers are very similar and say that if your activities are excessive they may give you a written warning. In extreme circumstances, should your levels of activity not decrease, your carrier may terminate or suspend your mobile service. Please refer to the terms and conditions as set by your carrier or provider.

If you have an account with a specific provider, we are happy to prepare orders pre-configured for their service. You must, however, advise of this in advance and instruct them, if necessary, to arrange collection of your order from Cellnet.