

DTP Tech Store Terms and Conditions

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Terms and Conditions – Refurbished Laptop/Desktop PC Sales

Always check the DTP Tech Store for the last version of the terms and conditions:

<https://techstore.dtpgroup.co.uk/>

1. Introduction

These Terms and Conditions (“Agreement”) govern the sale of refurbished laptops (“Product” or “Products”) by DTP Group (“we”, “us”, “our”) to you, the customer (“you”, “your”, “Customer”). By purchasing a refurbished laptop from DTP Group, you agree to the terms set out below and acknowledge your rights under the Consumer Rights Act 2015.

2. Your Consumer Rights

Under the Consumer Rights Act 2015, refurbished laptops are entitled to the same legal protections as new goods. This includes the right to a full refund, repair, or replacement if the product is faulty, unfit for purpose, or not as described.

2.1 Dead on Arrival Replacements (7 Days) – Short-Term Right to Reject

If the Product is faulty, not of satisfactory quality, unfit for purpose, or not as described, you have the right to reject it and receive a full refund within 7 days of purchase.

You do not need to give DTP Group an opportunity to repair or replace the item within this initial period.

2.2 After 7 Days (Up to 6 Months) – Repair or Replacement

If a fault develops after 7 days but within six months of purchase, you are entitled to request a repair or replacement under the terms of the Return To Base Warranty described in Section 11.

2.3 After Six Months – Burden of Proof

If a fault arises after six months, you may still request a repair or replacement. However, you will need to provide evidence that the fault existed at the time of purchase.

3. Product Standards and Expectations

Refurbished devices may show signs of previous use, including minor scratches or other cosmetic imperfections. These do not affect the functionality or performance of the device.

3.1 Satisfactory Quality

Refurbished laptops sold by DTP Group will be of satisfactory quality, considering their age, price, and any disclosed pre-existing faults.

3.2 Fit for Purpose

The Product will be fit for the general purposes expected of a refurbished laptop and any specific purpose made known to us at the time of purchase.

3.3 As Described

All laptops will match the description, specifications, and features as detailed at the point of sale.

4. Repairs and Replacements

Any repairs or replacements provided under your legal rights will be carried out by DTP Group or authorised technicians.

These will be completed within a reasonable timeframe and without undue inconvenience.

If the issue persists, further resolution (such as refund or replacement) will be offered.

In the event that a device is replaced under warranty or consumer rights, the replacement will most often be based on the standard specification above. However, DTP Group does not guarantee that the replacement device will be the same model as originally purchased, nor can we guarantee it will have identical specifications.

5. Exclusions – Private Sales

If purchasing a device second-hand from a private seller (i.e. not directly from DTP Group), your consumer rights under the Consumer Rights Act 2015 may be limited.

DTP Group accepts no liability for products not purchased directly from us.

6. Returns and Contact Information

To initiate a return, report a fault, or request a repair/replacement, please contact:

DTP Group Helpdesk:

- Email: help@dtpgroup.co.uk

- Phone: 0113 276 0210

7. Standard Specification

Unless otherwise specified at the point of sale, the standard specification for a refurbished laptop supplied by DTP Group includes the following components:

- Intel Core i5 Processor
- 16GB RAM
- 512GB SSD Storage Drive

This specification reflects the typical configuration offered by DTP Group. Variations may occur based on model availability and customer requirements. Any deviation from this standard specification will be clearly stated in the product description.

8. Windows Operating System (OS) Pre-Installed

Each device is supplied with the original Windows Operating System (OS) that was issued at the time of manufacture. This will typically be either Windows Home or Windows Home Advanced, depending on the age of the device.

Any upgrades to a newer version or different edition of Windows are the sole responsibility of the customer and are not included as part of the sale.

9. Electrical Safety Checks and Portable Appliance Testing (PAT)

Refurbished devices supplied by DTP Group undergo pre-dispatch inspection and functional testing as part of the refurbishment and quality assurance process. These checks are intended to confirm that equipment is supplied in a safe condition and in accordance with good engineering practice, consistent with the Electrical Equipment (Safety) Regulations 2016.

Inspection may include visual checks of the device casing, connectors, and power components, verification that supplied cables and connectors are free from obvious defects, and confirmation that the device powers on and operates as expected.

For refurbished laptops, a new original manufacturer (OEM) AC power adaptor is supplied as standard.

Devices are not PAT tested prior to dispatch. Responsibility for any in-service PAT testing or other workplace electrical safety checks rests with the end user or receiving organisation in accordance with their internal safety policies and applicable legislation.

10. Delivery Charges

Delivery charges are included in the purchase price of all UWE refurbished devices; delivery will be via DTP Group's nominated courier.

11. Six-Month Return-to-Base Warranty (Refurbished Equipment)

All refurbished laptops and desktop PCs supplied by DTP Group are covered by a 6-month Return-to-Base (RTB) warranty, included in the purchase price.

This warranty provides peace of mind that your refurbished device will operate as intended under normal use.

11.1 What the Warranty Covers

During the 6-month warranty period, we will repair or replace, at our discretion, the device if it develops a hardware fault that:

- Occurs under normal, intended use
- Is not caused by accidental damage, misuse, or external factors
- Relates to components supplied as part of the original refurbished system

Covered components may include:

- Motherboard
- Processor (CPU)
- Internal memory (RAM)
- Internal storage (HDD / SSD)
- Graphics subsystem (integrated or discrete, where fitted)
- Power supply
- Internal cooling components (fans, heat sinks)
- Display panel (excluding cosmetic blemishes consistent with refurbishment grade)

If a repair is not economically viable, we may offer:

- A replacement device of equivalent specification, or
- A partial or full refund, depending on the circumstances and time elapsed.

11.2 What Is Not Covered

This warranty does not cover:

- Accidental or physical damage, including drops, liquid ingress, cracks, or impact damage
- Cosmetic wear consistent with refurbished equipment (scratches, scuffs, minor screen marks)
- Consumable items, including batteries (unless failed on arrival), power leads, or external peripherals unless explicitly stated
- Software issues, including operating system corruption, viruses, malware, or third-party software faults
- Damage caused by:
 - Misuse, neglect, or unauthorised modification
 - Improper storage, transportation, or power supply issues
 - Repairs or upgrades performed by anyone other than DTP Group.
- Data loss or corruption (customers are responsible for backing up data prior to return)
- Devices located outside of the United Kingdom (England, Scotland, Wales, Northern Ireland)

11.3 Return-to-Base Process

If a fault occurs during the warranty period:

1. Contact the **DTP Helpdesk** to log the issue:
 - Email: help@dtpgroup.co.uk
 - Phone: 0113 276 0210
2. For qualifying returns, DTP will then issue a **Return Authorisation** to the customer and confirm the arrangements for the device to be collected by DTP's nominated courier.
3. The customer must prepare the device for return, and ensure it is securely packaged and made ready for collection.

Note that customers are responsible for ensuring that all personal and confidential data is backed up and removed from the device prior to return.

4. Once received, DTP will diagnose and repair the device within a target timeframe of two working weeks (subject to parts availability).
5. DTP will maintain communication with the customer throughout the returns process.

11.4 Shipping Costs

Collection and Return shipping costs for the device will be covered by DTP Group.

11.5 No-Fault-Found / Out-of-Warranty Returns

Where a device is returned to DTP Group under the warranty and, following inspection, the reported issue is found to be:

- Not covered by the warranty, including but not limited to accidental damage, liquid ingress, misuse, unauthorised modification, or normal wear and tear (see 11.2), or
- A no-fault-found condition where the device is operating within normal specifications

then the warranty claim will be deemed invalid.

In such cases:

- DTP Group reserves the right to request payment of return delivery costs in advance before the device is dispatched back to the customer.

Where applicable and if requested, we may, at our discretion, also provide:

- A quotation for chargeable repair, or
- The option to have the device returned unrepaired.

No return shipping charges will be applied where a fault covered by the warranty is confirmed.

11.6 Data Protection, GDPR and Returned Devices

When returning a device to DTP Group for warranty service, the customer remains the **data controller** in respect of any personal data stored on the device. DTP Group acts solely as a **data processor** for the limited purpose of diagnosing, repairing, refurbishing, or replacing the device.

Customers are responsible for ensuring that **all personal and confidential data is backed up and removed** from the device prior to return.

Where data remains on the device, the customer acknowledges and agrees that:

- DTP Group may need to access the device and its storage solely to the extent necessary to perform warranty services
- The device may be subject to data wiping, operating system reinstallation, or component replacement, which may result in irreversible data loss
- Any personal data remaining on the device will be processed only as required to fulfil the warranty service and will not be used for any other purpose

To the extent permitted by law, DTP Group shall not be liable for:

- Loss, corruption, or deletion of data stored on the device
- Unauthorised access to data resulting from the customer's failure to remove or protect data prior to return
- Any indirect or consequential losses arising from data loss, including loss of business or personal information

DTP Group implements appropriate technical and organisational measures to protect personal data while devices are in its possession. However, customers are strongly advised to encrypt data and remove peripheral storage devices where prior to return.

By returning a device under warranty, the customer explicitly authorises DTP Group to process and, where necessary, erase personal data on the device in accordance with the above.

Nothing in this clause limits or excludes the customer's rights under the UK GDPR or Data Protection Act 2018.

12. Governing Law

These Terms and Conditions shall be governed by and construed in accordance with the laws of England and Wales.

If you are a consumer resident in the United Kingdom, you may bring legal proceedings in the courts of the part of the United Kingdom in which you live. If you bring proceedings in England, the courts of England and Wales shall have jurisdiction.

Nothing in these Terms and Conditions affects any statutory rights that you may have as a consumer under applicable UK consumer protection laws, including the Consumer Rights Act 2015.