

ABOUT US



Upgrade Options are committed to fair trade and will endeavour at all times to seek a working solution to any customer query.

Upgrade Options are a UK based, ISO registered company specialising in the sale of computing hardware and software to business in the private and public sectors.

Our expert account managers understand your needs and endeavour to recommend cost effective solutions.

Our team is an extension of yours; let us solve your problems. Similarly, our systems can be an extension of yours - integrate your purchasing with our sales and become part of the digital supply chain; (Upgrade Options utilise Microsoft e-Enterprise and can send / receive straight through transactions and stock information) email integration@upgrade.co.uk for more details. We source the products, we effect an efficient transaction, you save your time and money.

Upgrade Options are recommended by quality manufacturers as an expert source for spares, upgrades, enhancements and replacement systems. A vast array of original and third party solutions can be sourced for most systems, workstations and networks including DELL, IBM, Compaq, SGI, Sun, HP, Sony, Acer, Ricoh, Maxdata, Intel, Fujitsu, Cisco, Samsung, Apple, Packard Bell, and Toshiba.

CONTACT THE MANUFACTURER

Company	Telephone No.	Website
3Com	0870 9093266	www.3com.co.uk
Acer	0870 8531000	www.acer.co.uk
Adaptec	0049 89436 65544	www.adaptec-uk.com
AMD	01276 803299	www.amd.com
APC	0800 2799254	www.apc.com
Belkin	00800 22355460	www.belkin.com/uk
BenQ	0906 7533443	www.benq.co.uk
Canon	0870 5143723	www.canon.com
Cisco	0800 960547	www.cisco.com/global/UK
Compaq	0870 8422330	www.compaq.co.uk
Creative Labs	01189 344744	www.creative.com
D-Link	0208 7315555	www.dlink.com
Dell	0870 9080800	www.dell.com
Fujitsu	0870 2427998	www.fujitsu.com
Gainward	01635 524949	www.gainward.net
Gigabyte	01908 362700	www.giga-byte.com
Hauppauge	0207 3780202	www.hauppauge.co.uk
HP	0870 0104320	www.hp.com
IBM	0870 5426426	www.ibm.com
Iiyama	0870 224 9595	www.iiyama.co.uk
Intel	0870 6072439	www.intel.co.uk
Iomega	0035 31213 3754	www.iomega.com
Kingston	01932 738950	www.kingston.com/uk
Lacie	0207 8728000	support.uk@lacie.co.uk
LG Electronics	0870 6075544	www.lge.com
Linksys	0870 7393939	support.uk@linksys.com
Logitech	0207 3090126	www.logitech.co.uk
Maxtor	00353 12041111	www.maxtor.com
Microsoft	0345 002000	www.microsoft.com
Netgear	0870 1121206	www.netgear.co.uk
Origin Storage	08701 688889	www.originstorage.com
Pinnacle	01895 442003	www.pinnaclesys.com
Plextor	0207 9490109	www.plextor.com
PNY	0033 55613 7532	www.pny.co.uk
Rio	0207 7440802	www.rioaudio.com
Samsung	0870 2420303	www.samsungelectronics.co.uk
Seagate	0800 47324283	www.seagate.com
Sitecom	01252 551055	www.sitecom.com
Sony	0870 5111999	www.sony.co.uk
Storcase	01932 738900	www.storcase.com
Visioneer	0870 1613003	www.visioneer-europe.com

Please retain the manufacturer's call reference number for future reference



CUSTOMER CARE BOOKLET



Thank you for buying from us!

Please retain this booklet as it contains important information for you. In addition to some FAQ's; for your convenience we have published direct contact numbers for all our principle vendors. In the event that you experience any difficulty with your purchase please refer to this pamphlet in the first instance.



The UK's largest next day listing

IF YOU HAVE A PROBLEM... FAQ'S



Our full terms and conditions are published on the reverse of your invoice and are available from our website www.upgrade.co.uk the following abridged version is designed to address FAQ's and is for your convenience.

one Your product doesn't work or is incompatible?

Check the manual and call the manufacturer (their details will either be in the manual or listed on page 6 of this booklet) as most issues require only minor adjustments / software downloads. Having contacted the manufacturer call us on 0871 2311900 quoting the reference number they will provide, if applicable (this may be vital in any subsequent return situation).

two You believe you have received the wrong product?

Minimise damage to packaging (it will speed up any necessary returns process) and contact our sales team immediately (sales@upgrade.co.uk 0871 2311900) quoting your invoice number.

three You think the product has been damaged in transit?

Retain all packaging; where possible take a photo of the damage and contact our customer services department within 48 hours of receipt. (customerservices@upgrade.co.uk)

four It seems that you have only received some of the goods you ordered

On occasion it is necessary to incrementally ship products to you. Check the invoice / packing note to see which items have been shipped. If the paperwork differs from the products received and you have checked the packaging thoroughly contact our customer services immediately. (customerservices@upgrade.co.uk)

five You wish to return the products

Eligibility must be established prior to returning products to us by contacting our sales team (sales@upgrade.co.uk or 0871 2311900) who can discuss the issue. Please have your invoice number and account number to hand. A Return Request form will be sent which must be completed (signed and returned) prior to any return authorisation.

Please note that a restocking fee of 15% may be applicable. Goods are not sold on a trial basis. Loan products are not supplied for goods under repair. We are not liable for any consequential loss or expenses, however caused, where applicable.

Only goods with an authorised returns number clearly displayed on the outside of the packaging can be accepted.

six I have returned my products (purchased on a credit card) for credit but the value has not shown on my card statement yet

Upgrade Options aims to process credits directly onto the card originally debited within 7 working days. Please allow up to 3 days thereafter for the issuing bank to process the transaction. Please check with your card issuer and if they state that no credit has been received please contact our customer services quoting your RMA number: customerservices@upgrade.co.uk

seven You wish to comment on your experience....

Positive or negative, we invite your responses, from which we would hope to develop ever better services for you. In the first instance we would ask that you pass comment to your original contact. Should you wish to raise the matter at a higher level then please either write to the Sales Director (at the address opposite) or email billk@upgrade.co.uk. Your custom is important to us - thank you.

CONTACT US



Please ensure that you have your **invoice number** or **account number** to hand when you call as this will help us to help you as quickly as possible.

Whatever your hardware needs we can help

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Main Fax: +44 (0) 871 231 1921
Website: www.upgrade.co.uk

Customer services: customerservices@upgrade.co.uk
Account sales: busisales@upgrade.co.uk
Internet sales: isales@upgrade.co.uk
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Human resources: humanresources@upgrade.co.uk
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