

CRANE COMMUNICATIONS LIMITED: TERMS AND CONDITIONS FOR THE SUPPLY OF GOODS AND SERVICES TO CONSUMERS

Please read these Terms carefully before ordering any Goods and/or Services. You should understand that by ordering any of our Goods and/or Services, you agree to be bound by these Terms. If you do not already have a printed copy you should print a copy of these terms and conditions for future reference.

Agreed terms

1. Interpretation

- 1.1. The definitions in this clause apply in the terms and conditions set out in this document:

Commissioning Services: the programming, testing and commissioning of the Goods to be carried out by the Company as set out in the Order.

Distance Means: shall have the meaning given in clause 5.1.

Force Majeure Event: shall have the meaning given in clause 14.

Goods: the products that we are selling to you as set out in the Order.

Installation Services: the installation of the Goods to be carried out by the Company as set out in the Order.

Maintenance Services: the maintenance services relating to the Goods to be provided by the Company as set out in the Order.

Order: your order for the Goods and/or Services, which may be a confirmation of our quotation.

Order Confirmation: shall have the meaning set out in clause 5.5.

Services: the Installation Services and/or Maintenance Services and/or Commission Services together with any other services which the Company provides, or agrees to provide (in writing or verbally), to the Buyer.

Terms: the terms and conditions set out in this document.

We/us: Crane Communications Limited.

writing or written: shall have the meaning given in clause 18.

- 1.2. Headings do not affect the interpretation of these terms.

2. Information About Us

We operate the websites <http://www.cranecommunications.co.uk/> and <http://www.crane-av.co.uk>. We are Crane Communications Limited, a company registered in Northern Ireland under company number 014794 and with our registered office and main trading address at Unit B5, Sydenham Business Park, 17 Heron Road, Belfast, BT3 9LE. Our VAT number is 749.

3. Serviced countries

We do not provide Goods and/or Services to, or accept orders from, persons resident in those countries listed in clause 20.5.

4. Customer Warranties

By placing an order, you warrant that:

- 4.1. you are legally capable of entering into binding contracts; and
- 4.2. you are at least 18 years old; and
- 4.3. you are not resident in or accessing our site from one of the countries listed in clause 20.5.

5. Basis of Sale

- 5.1. These Terms, the Order, the maintenance schedule (where relevant) and our hourly rates as set out at [www.\[**relevant part of website to be confirmed**\]](#) are considered by us to set out the whole agreement between you and us for the sale of the Goods and supply of the Services. If you are receiving only (i) Goods or (ii) Services from us, terms which are specified to apply to (i) Services only or (ii) Goods only respectively will not apply. Similarly terms specified to apply where orders for Goods and or Services are placed via email, telephone, our website or in any way other than face-to-face communication ('**Distance Means**') shall only apply to Goods and/or Services ordered by those means. Please check that the details in the Terms or on the Order are complete and accurate before you commit yourself to the contract. If you think that there is a mistake, please make sure that you ask us to confirm any changes in writing, as we only accept responsibility for statements and representations made in writing by our authorised employees and agents. Please ensure that you read and understand these Terms before you sign and submit the Order, because you will be bound by the Terms once a contract comes into existence between us, in accordance with clause 5.5.
- 5.2. Any samples, drawings, descriptions or advertising we issue, and any descriptions or illustrations contained in our catalogues or brochures or on our website, are issued or published solely to provide you with an approximate idea of the Goods or Services they describe. They do not form part of the contract between you and us or any other contract between you and us for the sale of the Goods and/or supply of Services.
- 5.3. If any of these Terms are inconsistent with any term of the Order, the Order shall prevail.
- 5.4. The Order is an offer by you to enter into a binding contract with us, which we are free to accept or decline at our absolute discretion.
- 5.5. These Terms shall become binding on you and us:
 - 5.5.1. when we issue you with written acceptance of an Order ('**Order Confirmation**') which may be by way of email confirmation;
 - 5.5.2. in respect of the Goods being sold to you, when we deliver the Goods to you or notify you that the Goods are ready for delivery or collection; or
 - 5.5.3. in respect of Services being supplied to you, when we notify you that we are able to provide the Services or commence Service provision,whichever is the earlier, at which point a contract shall come into existence between us.
- 5.6. Any quotation for the Goods and/or the Services is given on the basis that a binding contract shall only come into existence in accordance with clause 5.5. A quotation from us shall be valid for a period of 60 calendar days from its

date of issue, unless we notify you in writing that we have withdrawn it during this period.

- 5.7. You may at any time before any agreed delivery date or service provision date amend or cancel an Order by providing us with written notice. Save where clause 6 applies in relation to your right of cancellation, if you amend or cancel an Order, your liability to us shall be limited to payment to us of all costs we reasonably incur in fulfilling the Order until we receive your amendment or cancellation, except that where the amendment or cancellation results from our failure to comply with these Terms you shall have no liability to us for it.
- 5.8. We have the right to revise and amend these Terms from time to time to reflect changes in market conditions affecting our business, changes in technology, changes in payment methods, changes in relevant laws and regulatory requirements and changes in our system's capabilities. You will be subject to the policies and terms in force at the time that you order the Goods and or Services from us, unless any change to those policies or these Terms is required by law or government or regulatory authority (in which case, it will apply to orders you have previously placed that we have not yet fulfilled).
- 5.9. In respect of ongoing Maintenance Services, we will give you prior written notice of any changes to these Terms which will affect you and you can choose to cancel the Order (or remaining part of it) without penalty before the new Terms affect you by written notice to us. This is in addition to your right under clause 12.3 in relation to price increases in respect of a renewal period.

6. Distance Selling - Right to Cancel

- 6.1. In addition to your right at clause 5.7 and subject to clauses 6.2 and 6.3, in the event that an Order for Goods is placed with us via Distance Means you may within a period of 7 working days beginning on the day after the day on which you receive the Goods, cancel the Order by providing us with written notice of such cancellation. If you exercise this right to cancel the Order you must return the Goods to us. We will repay the price of the goods in full and the delivery costs for sending the Goods to you as soon as possible and within 30 days of the date of your cancellation notice. You will, except in respect of faulty Goods (see clause 10), be required to pay the delivery costs for returning the Goods to us; if you do not we shall be entitled to charge you for our direct costs of recovering the Goods.
- 6.2. If you are exercising your right to cancel pursuant to clause 6.1 and are in possession of the Goods you are under a statutory duty to retain possession of the Goods and to take reasonable care of them until they are returned to us. We request that the Goods are returned to us in their original condition and packaging.
- 6.3. Your right of cancellation under clause 6.1 shall not apply to Goods made to your specifications or which are clearly personalised.
- 6.4. In addition to your right at clause 5.7, in the event that an Order for Services is placed with us via Distance Means, you may within a period of 7 working days beginning on the day after the day on which we confirm your Order cancel the Order by providing us with written notice of such cancellation. Should you agree that the provision of Services will commence before the expiry of the cancellation period detailed in this clause 6.4 your right to cancel the Order shall expire upon the commencement of the Service provision.

7. Delivery

- 7.1. Unless agreed that you will collect the Goods, we will deliver the Goods to you on the date set out in clause 7.3. If we agree that you shall collect the Goods they are to be collected by you at our premises on the date set out in the Order or (if the Order does not specify a date) within 7 calendar days of the date on which we notify you that the Goods are ready for collection.
- 7.2. Delivery of the Order shall be completed when we deliver the Goods to you (or if we have agreed that you will collect them, when you collect them from us).
- 7.3. We will take reasonable steps to meet the delivery date set out on the Order (or the last date within a delivery period where a period is set out) or as otherwise agreed between us in writing. However, occasionally delivery may be affected by factors beyond our control and so cannot be guaranteed. We will let you know if we become aware of an unexpected delay and will arrange a new delivery date with you. Please allow extra time for deliveries outside the UK and Ireland, to the Scottish Highlands and any Islands off the UK or Ireland and to such other locations as we may inform you when you place your Order.
- 7.4. If you fail to take delivery of an Order within 7 calendar days of the date (or last date within the delivery period) set out in the Order then, except where this failure is caused by our failure to comply with these Terms or by an event beyond your control:
 - 7.4.1. we will store the Goods until delivery takes place and may charge you a reasonable sum to cover expenses and insurance; and
 - 7.4.2. we shall have no liability to you for late delivery.
- 7.5. If you have not taken delivery of the Goods within two weeks of the date set out in the Order (or the last date within a delivery period where a period is set out), we may, after giving you reasonable prior notice in writing, resell or otherwise dispose of part or all of the Goods and, after deducting reasonable storage and selling costs, pay you for any excess over the price of the Goods or charge you for any shortfall below their price.
- 7.6. If we are not able to deliver the whole of the Order at one time due to operational reasons or shortage of stock, we will deliver the Order in instalments. We will not charge you extra delivery costs for this. If you ask us to deliver the Order in instalments, we may charge you extra delivery costs. Each instalment shall constitute a separate contract. If we are late delivering an instalment or one instalment is faulty, that will not entitle you to cancel any other instalment.

8. **Title and risk**

- 8.1. The Goods will be your responsibility from the time of delivery or (if relevant) when you collect the Goods from us.
- 8.2. Ownership of the Goods will only pass to you when we receive payment in full of all sums due for the Goods, including delivery costs.

9. **Service Provision**

- 9.1. Subject to clause 9.2 we will provide the Services on such date or during such dates as are set out on the Order or as otherwise agreed between us in writing (and in respect of ad-hoc call out Services, agreed verbally).

- 9.2. We will provide the Maintenance Services during such period and upon such dates as are set out in the schedule of maintenance services which we will provide you with. Where Maintenance Services are to be provided under a rolling contract after the expiry of a fixed term this will be specified on the schedule of maintenance services and clause 15.1 shall apply.
- 9.3. We will make every effort to complete the Services on time but there may be delays due to circumstances beyond our control. In this case we will complete the Services as soon as reasonably possible.
- 9.4. We may have to suspend the Services if we have to deal with technical problems, or to make improvements to the Service. We will let you know in advance where this occurs, unless the problem is urgent or an emergency.

10. **Quality of Goods and Services**

- 10.1. We warrant that on delivery and for a period of 12 months from the date of delivery, the Goods shall:
 - 10.1.1. conform in all material respects with the manufacturer's specification (being such specification as is current at the time we dispatch the Goods), subject to any qualification or representation contained in our brochures, advertisements or other documentation;
 - 10.1.2. be of satisfactory quality;
 - 10.1.3. be fit for any purpose we say the Goods are fit for or for any reasonable purpose for which you use the Goods;
 - 10.1.4. be free from material defects in design, material and workmanship; and
 - 10.1.5. comply with all applicable statutory and regulatory requirements for selling the Goods in the United Kingdom or Ireland (as relevant depending upon where the Goods were supplied to you).Please see also clause 10.8.
- 10.2. This warranty does not apply to any defect in the Goods arising from fair wear and tear, wilful damage, accident, negligence by you or any third party, if you use the Goods in a way that we do not recommend, your failure to follow our instructions, or any alteration or repair you carry out without our prior written approval.
- 10.3. We will take reasonable steps to pack the Goods properly and to ensure that you receive your Order in good condition.
- 10.4. Unless we are prevented from doing so by a Force Majeure Event, we will provide Services which:
 - 10.4.1. conform in all material respects with their description;
 - 10.4.2. are carried out with reasonable care and skill;
 - 10.4.3. are fit for any purpose we say the Services are fit for, or for any purpose for which you use the Services and about which you have informed us, or we could reasonably expect you to use the Services;
 - 10.4.4. are free from material defects in design, material and workmanship; and

10.4.5. comply with all applicable statutory and regulatory requirements for supplying the Services in the United Kingdom or Ireland (as relevant depending upon where the Services were provided to you).

Please see also clause 10.8.

- 10.5. You must provide us, in sufficient time, with any information and instructions relating to the Services that is or are necessary to enable us to provide the Services in accordance with these Terms.
- 10.6. If you do not, or you provide us with incomplete, incorrect or inaccurate information or instructions, we may cancel the Order by giving you written notice, or we may make an additional charge of a reasonable sum to cover any extra work that is required.
- 10.7. We only supply the Goods and Services for domestic and private use, and you agree not to use the Goods or Services for any commercial purpose.
- 10.8. The warranties set out in this clause 10 are in addition to your legal rights in relation to Goods which are faulty or which otherwise do not conform with these Terms and in relation to Services which are not carried out with reasonable skill and care or which otherwise do not conform with these Terms (including replacement Goods and/or Services). Advice about your legal rights is available from your local Citizens' Advice Bureau or trading standards office.

11. Defective goods and services and returns

- 11.1. In the unlikely event that the Goods do not conform with these Terms (including the warranties in clause 10), please let us know as soon as possible after delivery. We will ask you to return the Goods to us at our cost and once we have checked that the Goods are faulty, we will:
 - 11.1.1. provide you with a full or partial refund; or
 - 11.1.2. replace the Goods; or
 - 11.1.3. repair the Goods.
- 11.2. Save with respect to bespoke Goods which have been provided to you in accordance with a specification provided by you or personalised for you, if you are unhappy with the Goods for any other reason, you may return them to us at your own cost within 14 calendar days of receipt. We will examine the Goods and provided always that the Goods are returned in their original condition and undamaged packaging we will provide with you with a credit note or gift vouchers to the price of the Goods or will refund you the price of the Goods (in each case excluding any amounts paid by you for delivery of the Goods to you), the choice of a credit note, gift vouchers or a refund being at our sole discretion.
- 11.3. In the unlikely event that the Services do not conform with these Terms, please let us know as soon as possible after we have carried them out. We will:
 - 11.3.1. provide you with a full or partial refund, depending on what is reasonable; or
 - 11.3.2. re-perform the Services.
- 11.4. If an Order for Goods and/or Services is placed with us via Distance Means, you shall additionally have the rights set out in clause 6.

11.5. These Terms apply to any repaired or replacement Goods and/or Services we provide to you in the unlikely event that the original Goods and/or Services do not conform with these Terms, save that the warranty at clause 10.1 shall only apply for its unexpired term such that the repaired or replacement Goods shall be subject to such warranty only for the unexpired part of the original 12 month period. This is without prejudice to your other legal rights - please see clause 10.8.

12. Price and payment

12.1. Subject to clauses 12.2 and 12.3, the price of the Goods and/or Services will be as set out in the quotation we provided to you or as otherwise agreed with you in writing (and in respect of ad-hoc call out Services, agreed verbally)

12.2. In respect of Services, if we have not provided a quotation or otherwise agreed a price, or the quotation refers to charging in accordance with our hourly rates but does not specify those rates, the Services will be charged by reference to our time spent in performing the Services in accordance with our standard hourly fee rates in force on the date on which the Order is placed being those rates set out on our website at [www. **relevant web page to be confirmed**]. Prices are liable to change at any time, but price changes will not affect Orders that we have confirmed in writing (and in respect of ad-hoc call out Services, confirmed verbally).

12.3. In respect of a rolling contract for Maintenance Services if the price for any renewal period is to be increased from the price in respect of the prior period (save where such increase has already been specified for the renewal period in our confirmation of order of schedule of maintenance services), we will give you written notice of such price increase 30 calendar days prior to the end of such prior period and you shall have the right by written notice to us at any time prior to the end of the prior period to terminate the arrangement between us in respect of Maintenance Services. If you do not send such notice of termination the contract will be deemed to continue at the new price.

12.4. These prices include VAT. However, if the rate of VAT changes between the date of the Order and the date of delivery or Service provision, we will adjust the VAT you pay, unless you have already paid for the Goods and/or Services in full before the change in the rate of VAT takes effect.

12.5. Unless otherwise specified these prices exclude delivery costs and in respect of ad-hoc call out Services also exclude our reasonable travel expenses, which will be added to the total amount due.

12.6. It is always possible that, despite our best efforts, some of the Goods we sell may be incorrectly priced. We will normally check prices as part of our dispatch procedures so that, where the Goods' correct price is less than our stated price, we will charge the lower amount when dispatching the Goods to you. If the Goods' correct price is higher than the price stated on our website/brochure, we will normally, at our discretion, either contact you for instructions before dispatching the Goods, or reject the Order and tell you. If the pricing error is obvious and unmistakable and could have reasonably been recognised by you as a mis-pricing, we do not have to provide the Goods to you at the incorrect (lower) price.

12.7. Payment for all Goods must be made in advance by credit or debit card (if ordering online) or (if ordering by other means) may additionally be by way of cheque, transfer to our account or in cash. We will not charge your credit or debit card until the day of intended despatch of your order; despatch will be subject to the card payment going through. If payment is made by cheque or

transfer, despatch will not be until we have had confirmation that cleared funds have been received.

- 12.8. Save as set out in clause 12.9 or where we have specifically agreed otherwise, payment for all Services must be made on the date of completion of the Service provision. You may pay by credit or debit card, cheque, transfer to our account or cash.
- 12.9. Payment for Maintenance Services must be made annually in advance of the commencement of the Service provision and in respect of a rolling contract, on an annual basis in advance of the continuance of the period of Service provision for the following year as set out in the schedule of maintenance services.
- 12.10. If you do not make any payment due to us by the due date for payment we may charge interest to you on the overdue amount at the rate of 3% a year above the Sterling or Euro (as applicable) base lending rate from time to time of Santander Bank. This interest shall accrue on a daily basis from the due date until the date of actual payment of the overdue amount, whether before or after judgment. You must pay us interest together with the overdue amount.
- 12.11. Without limiting any other remedies or rights that we may have, if you do not pay us on time, we may cancel or suspend our fulfilment of the Order and any other outstanding Order until you have paid the outstanding amounts.
- 12.12. Clauses 12.10 and 12.11 shall not apply for the period of a dispute if you dispute the payment owing in good faith and let us know promptly after you have received the invoice that you dispute it.
- 12.13. If you order Goods from our site for delivery outside the UK, they may be subject to import duties and taxes which are levied when the delivery reaches the specified destination. You will be responsible for payment of any such import duties and taxes. Please note that we have no control over these charges and cannot predict their amount. Please contact your local customs office for further information before placing your Order.

13. Limitation of liability

- 13.1. Subject to clause 13.2, if either of us fails to comply with these Terms, neither of us shall be responsible for any losses that the other suffers as a result, except for those losses which we or you could reasonably foresee would result from the failure to comply with these Terms.
- 13.2. Neither of us shall be responsible for losses that result from our failure to comply with these Terms including, but not limited to, losses that fall into the following categories:
 - 13.2.1. loss of income or revenue;
 - 13.2.2. loss of business;
 - 13.2.3. loss of anticipated savings;
 - 13.2.4. loss of profits;
 - 13.2.5. loss of data; or
 - 13.2.6. any waste of time.

However, this clause 13.2 shall not prevent claims for foreseeable loss of, or damage to, your physical property.

- 13.3. This clause does not include or limit in any way our liability for:
 - 13.3.1. death or personal injury caused by our negligence; or
 - 13.3.2. fraud or fraudulent misrepresentation; or
 - 13.3.3. any breach of the obligations implied by section 12 of the Sale of Goods Act 1979 or section 2 of the Supply of Goods and Services Act 1982; or
 - 13.3.4. losses for which it is prohibited by section 7 of the Consumer Protection Act 1987 to limit liability; or
 - 13.3.5. any other matter for which it would be illegal or unlawful for us to exclude or attempt to exclude our liability.

14. **Events outside our control**

- 14.1. We will not be liable or responsible for any failure to perform, or delay in performance of, any of our obligations under these Terms that is caused by events outside our reasonable control ('**Force Majeure Event**').
- 14.2. A Force Majeure Event includes any act, event, non-occurrence, omission or accident beyond our reasonable control and includes, in particular (without limitation), the following:
 - 14.2.1. strikes, lock-outs or other industrial action; or
 - 14.2.2. civil commotion, riot, invasion, terrorist attack or threat of terrorist attack, war (whether declared or not) or threat or preparation for war; or
 - 14.2.3. fire, explosion, storm, flood, earthquake, subsidence, epidemic or other natural disaster; or
 - 14.2.4. impossibility of the use of railways, shipping, aircraft, motor transport or other means of public or private transport; or
 - 14.2.5. impossibility of the use of public or private telecommunications networks.
- 14.3. Our obligations under these Terms are suspended for the period that the Force Majeure Event continues, and we will have an extension of time to perform these obligations for the duration of that period. We will take reasonable steps to bring the Force Majeure Event to a close or to find a solution by which our obligations under these Terms can be performed despite the Force Majeure Event.

15. **Termination**

- 15.1. In addition to your rights at clause 12.3, in respect of a rolling contract for Maintenance Services after the initial term (as specified in the schedule of maintenance services) has expired either of us may terminate the arrangement between us at any time by providing the other party with 30 calendar days' prior notice in writing. Unless and until terminated in accordance with this clause or any other termination right set out in these Terms, the arrangement for Maintenance Services will continue on such

rolling basis as is set out in the schedule of maintenance services.

- 15.2. If any of the events set out in clause 15.3 occur in relation to you, we shall have a right to terminate the arrangement between us immediately upon notice to you.
- 15.3. The relevant events for the purposes of clause 15.2 shall be the levying of any distress or execution against you, your insolvency, bankruptcy, dissolution or liquidation or a receiver, manager, administrative receiver or administrator being appointed over all or any part of your assets or undertakings or the making by you of any composition or agreement (including a voluntary arrangement) with creditors or the making or filing of an application, petition or order against you in respect of any of the same events or the occurrence of events similar to those referred to in this clause in any jurisdiction.
- 15.4. Termination will not affect either party's outstanding rights or duties, including our right to recover from you any money you owe us under these Terms.

16. Intellectual property rights

- 16.1. The copyright, design right and all other intellectual property rights in any materials and other documents or items that we prepare or produce for you in connection with the Goods and Services will belong to us absolutely.
- 16.2. You may not use the materials, documents or other items detailed in clause 16.1 for any commercial purpose.

17. Assignment

You may not transfer any of your rights or obligations under these Terms to another person without our prior written consent, which we will not withhold unreasonably. We can transfer all or any of our rights and obligations under these Terms to another organisation, but this will not affect your rights under these Terms.

18. Notices

- 18.1. **From you:** all communications, notices and returns sent by you to us must be sent in writing addressed to the Managing Director either to our postal address: Crane Communications Limited at Unit B5, Sydenham Business Park, 17 Heron Road, Belfast, County Antrim, BT3 9LE; or by email to: crane@cranecommunications.co.uk (constituting a notice which is '**written**' or in '**writing**').
- 18.2. **From us:** you agree that we may give notice to you at either the e-mail or postal address you provide to us in the Order or in other pre-contractual documentation sent by you to us (constituting a notice which is '**written**' or in '**writing**').
- 18.3. Notice will be deemed received and properly served 24 hours after an e-mail is sent or three days after the date of posting of any letter. In proving the service of any notice, it will be sufficient to prove, in the case of a letter, that the letter was properly addressed, stamped and placed in the post and, in the case of an e-mail, that the e-mail was sent to the specified e-mail address of the addressee. Cancellation notices sent under clause 6 must be sent (rather than received) within the relevant 7 day period.

19. Data protection

- 19.1. We will only use the personal information you provide to us to provide the

Goods or Services, or to inform you about similar services which we provide, unless you tell us that you do not want to receive this information. We will not pass your data to third parties.

- 19.2. You acknowledge and agree that we may pass your details to credit reference agencies.

20. **General**

- 20.1. If any court or competent authority decides that any of the provisions of these Terms are invalid, unlawful or unenforceable to any extent, the term will, to that extent only, be severed from the remaining terms, which will continue to be valid to the fullest extent permitted by law.
- 20.2. If we fail, at any time while these Terms are in force, to insist that you perform any of your obligations under these Terms, or if we do not exercise any of our rights or remedies under these Terms, that will not mean that we have waived such rights or remedies and will not mean that you do not have to comply with those obligations. If we do waive a default by you, that will not mean that we will automatically waive any subsequent default by you. No waiver by us of any of these Terms shall be effective unless we expressly say that it is a waiver and we tell you so in writing.
- 20.3. A person who is not party to these Terms shall not have any rights under or in connection with them under the Contracts (Rights of Third Parties) Act 1999.
- 20.4. These Terms shall be governed by the laws of Northern Ireland and you and we both agree to the exclusive jurisdiction of the courts of Northern Ireland.
- 20.5. We do not accept orders from the Balkans, Burma, Cote d'Ivoire (Ivory Coast), Cuba, Democratic Republic of Congo, Syria, Belarus, Burma/Myanmar, Democratic Republic of Congo, Federal Republic of Yugoslavia & Serbia, International Criminal Tribunal for The Former Yugoslavia, Iran, Iraq, Ivory Coast, Lebanon, Syria, Liberia, North Korea (Democratic People's Republic of Korea), Sudan or Zimbabwe.
- 20.6. If you order Goods from our site for delivery outside the UK please also note that you must comply with all applicable laws and regulations of the country for which the products are destined. We will not be liable for any breach by you of any such laws.

21. **Complaints**

If you are unhappy with any aspect of the Goods/Services provided to you, please contact us on the telephone number set out on our website at <http://www.cranecommunications.co.uk/>. Any complaints will be dealt with sympathetically and we will use reasonable endeavours to work with you to reach a satisfactory conclusion.