



The UK's No. 1 SIM Card Distributor

Elite Store- Privacy Policy

Elite Store is committed to protecting our customers' personal information. We have created this Privacy Policy to help you understand how we collect, use and protect your information when you visit our website and buy our products and services.

What personal information do we collect?

We may hold information relating to you that you have provided to us (such as on an application or registration form). This information may include, amongst other things, your name, address, telephone numbers, information on how you use our products and services (such as the type, date, time, location and information on your browsing activity), lifestyle information and any other information collected in relation to your use of our products and services.

How do we use your personal information?

The information that we collect from you is managed in accordance with the Data Protection Act 1998. It may be used by us for a number of purposes connected with our business operations and functions, which include:

1. Processing your orders or applications;
2. Carrying out credit checking and scoring;
3. Providing you with products and/or services requested or administering your account;
4. Dealing with requests, enquiries or complaints and other customer care related activities; and all other general administrative and business purposes;
5. Registering your details and allocating or offering you rewards, discounts or other benefits and fulfilling any requests or requirements you may have in respect of our companies' offers and schemes;

Sharing your personal information

Subject to your rights of objection, you agree that personal information may be disclosed to other businesses within our group of companies and to reputable third parties who will help process your order. In addition, you do not object to us, our group companies or third parties, including Vodafone Ltd. contacting you for the purposes set out above, whether this be by fax, telephone, e-mail, SMS or in writing. If you do not want us to pass your details on to third parties for marketing purposes, please call 01785 216 850.

Protecting your personal information

We will take reasonable steps to ensure that the personal information we collect and use is accurate, complete, up-to-date and stored in a secure environment protected from unauthorized access, modification or disclosure.

Choices regarding use of your information

We want to provide you with meaningful choices regarding our marketing communications and you may choose to limit or opt-out of certain communications from Elite Store at any time.

If you are not an Elite Store customer and would like to opt-out of marketing communications from Elite Store, you can do so by calling our team on 01785 216 850 to unsubscribe.

You may also manage your marketing preferences with respect to marketing e-mails, by following the "unsubscribe" instructions on any marketing e-mail we send you.

Cookies:

We may use cookies to collect non-personal information about how you interact with our website, and web-related products and services, to:

- * Understand what you like and use about our website;
 - * Understand what you do not like and do not use on our website;
 - * Provide a more enjoyable, customised service and experience, and
 - * Help us develop and deliver better products and services tailored to our customers' interests and needs.
- * We may use a persistent cookie to record details such as a unique user identity and general registration details on your PC. This helps us recognize you on subsequent visits to this website so that you don't have to re-enter your registration details each time you visit us and allows us to carry out the activities mentioned above.
- * Most browser technology (such as Internet Explorer, Netscape etc) allows you to choose whether to accept cookies or not – you can either refuse all cookies or you can set your browser to alert you each time that a website tries to set a cookie.

Mobile phone/accessory return policy

All of our phones are brand new and come with a 12 month warranty (unless stated Grade A, which means that the handset is refurbished).

Prepay phones are all locked to the network which they are purchased on. If a phone is then unlocked or attempted to be unlocked by the consumer by any means, this will invalidate the warranty.

1. We offer a 14 day return policy for pay as you go phones and accessories and 7 day return for pay monthly handsets from the date of delivery.
2. We do not accept returns outside the 14 days for prepay handsets and 7 days for pay monthly handsets from date of delivery, even if we have tried to deliver the goods and you have not received them, unless returning for a warranty repair which is within 28 days of purchase.
3. Please visit your local service centre (repair centre) or respective websites for warranty repairs for branded products i.e. Nokia, Samsung, Sony, LG, Motorola, Sagem etc, or alternatively the goods can be returned back to Elite Mobile for a fault repair (This can take up to 5 weeks - maximum time)
4. If returning within the 14/7 day policy, you are responsible for returning the items in a brand new and unused condition. The item must be in an "As new condition", must be complete with all components and packaging intact, must also be included.

Please contact us if the item is faulty on 01785 216 850

Returned products not faulty or incorrectly sent will not have the cost of return carriage refunded.

Elite store returns instructions :

Please return the item to: Elite Store

Elite House, Dyson Court, Gillette Close, Staffordshire Technology Park, Beaconside, Stafford, ST18 0LQ

Please also include your order number and clearly write on it 'please refund' and the reason for returning.

All returned items are sent at your own risk. It is advisable to send with a trackable service and if necessary insurance for loss or damage in transit. Elite Mobile cannot be held responsible for returned items being lost in the post. Goods are refunded within 30 days.

Delivery policy

If the item is in stock and ordered before 3.30pm (Mon-Fri), we aim to dispatch the same day. If not then it will be dispatched the following working day. Delivery should take up to 5 working days with Royal Mail. Expedited Delivery should take 24 working hours from date of dispatch. We use UPS for these deliveries. Please note that certain addresses may take longer due to accessibility. If you have any queries then please call our Customer Services Team on 01785 216 850

If the item is not in stock, we will contact you with an "Expected Time of Arrival". You can then decide whether you wish to continue or cancel the order

Delivery guidelines for items in stock:

UK: Delivery within 5 working days. Can be longer at times.

Please see Royal Mail's website for their policies for lost in post.

<http://www.royalmail.com/portal/rm/content2?catId=69800733&mediaId=80300735>

PLEASE NOTE: For PayPal paid orders if the address is unconfirmed we may not be able to proceed with your order. In this case, we will cancel your order. You will need to confirm your address in your Paypal account, prior to placing another order.