

TERMS AND CONDITIONS

1. INTERPRETATION

1.1. In these Conditions unless the context otherwise permits: -

“Authorised Representative” means a person whose job title is that of Director, Senior Director or Managing Director.
“Customer” means the person, firm, company, entity or organisation with whom Magic Mirror contracts for the sale of products and/or supply of Services.

“the Conditions/ these Conditions” means the standard terms and conditions of sale set out in this document or such replacement standard terms and conditions as are in force at the date of the Contract and which at that date appear on Magic Mirror web site at and any other website owned by Magic Mirror and/or which are available on request from Magic Mirror.

“the Contract” means any contract for the purchase and sale of other supply of Products and/or the supply of Services by Magic Mirror to a Customer.

“Magic Mirror” means Magic Mirror (registered in England Number 4471557)

“Products” means any Products (including, for the avoidance of doubt, software and instalments of the Products or any parts of or for them) sold by Magic Mirror to a Customer.

“Services” means any services supplied by Magic Mirror to a Customer.

1.2. The headings in these Conditions are for convenience only and shall not affect their interpretation.

2. BASIS OF SALE

2.1. All Contracts between Magic Mirror and a Customer shall be governed by these Conditions to the exclusion of any other terms and conditions including without limit any terms on or referred to in any purchase order. It is the Customer’s responsibility to be aware of the Conditions as current from time to time. The customer’s acceptance of these conditions shall be made (in respect of the first Contract and all subsequent Contracts) either by (1) Customer providing a purchase order to Magic Mirror or (2) Customer accepting Products or Services from Magic Mirror whichever occurs first.

2.2. No variation to these Conditions shall be binding unless agreed by letter signed by an Authorised Representative of Magic Mirror.

2.3. No employee or agent of Magic Mirror other than an Authorised Representative has any authority to make any representation at all concerning Products or Services and an Authorised Representative has no authority to make such representation other than by letter (an “authorised representation”) and accordingly customer agrees that in entering into any Contract it does not rely on any unauthorised representation and Customer agrees it shall have no remedy in respect of any unauthorised representation (unless made fraudulently).

3. CUSTOMER IDENTIFICATION

3.1. In placing an order Customer may utilise one or a combination of account name, password, customer code or customer identification.

3.2. Customer agrees that Customer is entirely responsible for use of Customer’s Identification and that it is Customer’s responsibility to have in place security measures and procedures to ensure use of its Customer Identification only by authorised personnel for authorised purposes.

3.3. Customer agrees that Magic Mirror is entitled to rely absolutely on any orders placed on Magic Mirror, which have utilised Customer’s Identification, and to deliver as directed by such orders and invoice and be paid in respect of such orders.

3.4 Magic Mirror has the right to accept or decline any purchase order submitted by Customer.

4. MAGIC MIRROR INFORMATION

4.1. All Product pricing, description, availability and related information (“Information”) provided by Magic Mirror, in any form, is the property of Magic Mirror or its vendors. Magic Mirror hereby grants Customer a limited, non-exclusive, non-transferable license to use the Information for its internal use only for the purpose of Customer’s purchases and sales of Products sold by it to Magic Mirror. Magic Mirror shall be entitled to stop the provision of Information at any time without notice. Customer agrees to hold in confidence and not to directly or indirectly use, reveal, report, publish, disclose or transfer to any other person or entity any of the Information or utilise the information for any purpose except as permitted herein. Magic Mirror makes no warranty, either express or implied on the information or its accuracy. All Information is provided to purchaser “as is.” Specifically but without limitation Customer is not entitled to utilise Information for any purpose other than in the normal course of business of a Reseller and is not entitled to use, reproduce or display the Information in any way, which in Magic Mirror’s opinion; (1) would enable it to be identified as information obtained from Magic Mirror (2) would enable comparison of the Information with other suppliers information relating to products or (3) could be damaging to Magic Mirror’s business interests.

5. ORDERS AND SPECIFICATIONS

5.1. The Customer shall be responsible to Magic Mirror for ensuring the accuracy of the terms of any order.

5.2. Magic Mirror reserves the right to make any changes in the specification of the products, which are required to conform to any applicable safety or other statutory requirements.

5.3. No order, which has been placed by Customer, may be withdrawn or cancelled by Customer except with the agreement by letter, fax or email of an Authorised representative of Magic Mirror.

5.4. Notwithstanding any other terms of these Conditions it is agreed that the provision or display of Product pricing and other Information (as defined in clause 4.1) by Magic Mirror to Customer does not amount to an offer by Magic Mirror to sell such product at that price or on any other terms. Supply of such Information is only an invitation to treat. An order by the customer for Product or Services shall be the offer.

6. PRICE OF THE PRODUCTS

6.1. All prices are subject to the provisions of clause 6.2. All prices will be established at the time the order which gives rise to a Contract is received by.

6.2. If Customer agrees to place an order for Product not available at the time of order (a "Backorder") such order shall be irrevocable and be deemed to be for the product at the price established at the time the Backorder is taken or confirmed plus any increase charged by Magic Mirror due to increase of its suppliers price to Magic Mirror or direct costs to which Magic Mirror becomes subject (including without limited costs resulting from currency fluctuation). Magic Mirror shall only increase its price by such levels is necessary to maintain its percentage margin at the same level as would have resulted from sale at the price prevailing at the time the Backorder was placed.

6.3. Unless otherwise agreed by letter by an Authorised Representative of Magic Mirror all prices exclude the cost of delivery.

6.4. All price and charges are exclusive of any applicable Value Added Tax, which the customer will be additionally liable to pay to Magic Mirror.

6.5 Any redeemable offer or redeemable voucher either verbal or in writing can only be used once and cannot be used in conjunction with any existing discounted offers.

7. TERMS OF PAYMENT

7.1. Unless Magic Mirror has previously agreed in writing with the customer that products shall be supplied on credit, payment for products dispatched either through collection or delivery, must have been fully paid, and payment cleared on or prior the agreed collection or delivery date. Items will not be released until full payment has been received.

7.2. Where Magic Mirror has agreed to supply the Products on credit Customer shall pay the price of the Products within 30 days of the date of Magic Mirror's invoice notwithstanding that the property in the Products has not passed to the Customer. Invoices will be dated the day of dispatch of the Products. Magic Mirror shall be entitled at its absolute discretion to alter payment terms (other than on concluded Contracts) and withdraw or alter any credit limit granted at any time without notice.

7.3 Where Magic Mirror has agreed to supply the product on other finance option such as instalment plan, Customer shall pay the price of the Products (subjected to interest rates) for the agreed payment period on Contract. At the end of repayment period, the Product is fully owned by Customer. Repayment fees do not include charges for creation, design, production and/or delivery of Advertising Screens or Value Added Tax. All additional charges in connection with any additional services provided by Magic Mirror shall be agreed to in writing by the parties. For termination before end of contract, a penalty stated on Contract will be incurred to Customer.

7.4. The time of payment of the price shall be of the essence of the Contract. If the Customer fails to make a payment on the due date then without prejudice to any other right or remedy available to it Magic Mirror shall be entitled to: -

7.4.1. Cancel the Contract or suspend any further deliveries or suspend any services to the Customer.

7.4.2. Appropriate any payment made by the Customer to such of the Products as Magic Mirror may think fit (notwithstanding any purported appropriation by the Customer).

7.4.3. Charge the Customer interest (both before and after judgement) on the amount unpaid at the rate of 5% per annum from time to time until payment in full is made such interest being calculated on a daily basis.

8. DELIVERY

8.1. Delivery of the Products shall be made by Magic Mirror to such place as shall have been agreed between Magic Mirror and the Customer. Unless the Customer shall have notified Magic Mirror in Writing within 5 working days of the date of Magic Mirror's invoice that the products have not been delivered then delivery shall be deemed to have taken place in accordance with the Contract and the Customer shall not be entitled to raise any claim of short or mis-shipment. Magic Mirror is entitled to issue its invoice on or after the date of dispatch of Products from its facility.

8.2. Magic Mirror shall be entitled to assume that any person who both reasonably appears and claims to have authority to accept delivery who signs a note in respect of the products on behalf of the Customer shall in fact have the authority.

8.3. Any dates quoted for the delivery of Products are approximate only and Magic Mirror shall have no liability to the Customer of any delay in delivery of Products howsoever caused.

8.4. Where Products are to be delivered in instalments each delivery shall constitute a separate Contract and failure by Magic Mirror to deliver any one or more of the instalments in accordance with these Conditions or any claim by the Customer in respect of any one

or more instalments shall not entitle the Customer to treat the Contract as a whole as repudiated.

8.5 We cannot be held responsible for third party strikes or goods being held at customs.

8.6 Notifications of missing items or queries with the Delivery must be made within 3 working days of the receipt of the Delivered Items.

9. RISK AND PROPERTY

9.1. Risk of damage to or loss of Products delivered to United Kingdom locations shall pass to the Customer at the time of delivery or if the Customer wrongfully fails to take delivery of Products at the time when Magic Mirror has tendered delivery of the Products.

9.2. Risk of damage to or loss of Products to International locations (locations deemed outside of the United Kingdom by Magic Mirror) shall be covered by the shipment insurance (at Customer's cost) at the time of dispatch / collection from the Magic Mirror offices.

9.3. Notwithstanding delivery and the passing of risk of the Products or any other provisions of these Conditions the property in the Products shall not pass to the Customer until Magic Mirror has received in cash or cleared funds payment in full of the price of the Products and all other Products and Services previously sold or supplied by Magic Mirror to the Customer for which payment is then due.

9.4. Until such time as the property in the Products passes to the customer the Customer shall hold the Products as Magic Mirror's fiduciary agent and bailee and shall keep the Products separate to those of the Customer and third parties and properly stored protected and insured and identified as Magic Mirror's property.

9.5. Until such time as the property in the products passes to the Customer (and provided the products are still in existence and have not been resold) Magic Mirror shall be entitled at any time to require the Customer to deliver up the products to Magic Mirror and if the Customer fails to do so forthwith to enter upon any premises of the customer or any third party where the products are stored and repossess the Products.

10. WARRANTIES AND LIABILITY

10.1. Magic Mirror does manufacture the physical Products and subject to the conditions set out below in this clause 10 Magic Mirror sells the Products with the benefit of the manufacturer's warranty. Where the products comprise computer software or photo booth equipment developed by Magic Mirror, Magic Mirror warrant these under the terms of the end user license agreement. Where the Products comprise computer software not developed by Magic Mirror, Magic Mirror sells the Products with the benefit of the manufacturer's warranty.

10.2. Magic Mirror will accept liability for defective Products and replace and repair items that were broken on arrival, this is limited to main systems, Screens and excludes the Frames due to the nature and environment these are used, the frames also have to be checked by the operator for wear and tear and any broken or worn parts should be replaced.

10.3. Software, Service and equipment. The software is provided and built by Magic Mirror. Magic Mirror will under no circumstances be held responsible for error with the software. Magic Mirror will discuss bugs found and rectify the bugs as soon as is convenient to do so. Magic Mirror will not be liable for failure of equipment, software or services that prevent or restrict an event either before or in progress or any refunds arising from such a fault.

10.4. Dead on Arrival warranty or other defective goods terms and actually obtains from the manufacturer or publisher a refund credit repair or replacement in respect of the defective Products. For example and without limit if the manufacturer's or publisher's defective goods terms requires that Product is returned direct to it or a nominated service provider Magic Mirror cannot and shall have no obligation to accept a return or and/or grant a credit for such Product.

Magic Mirror shall be under no liability in respect of any defect arising from fair wear and tear; wilful damage; negligence; abnormal working conditions; failure to follow Magic Mirror's or the manufacturer's or publisher's instructions (whether oral or in writing) misuse or alteration or repair of the Products without Magic Mirror approval.

Magic Mirror shall be under no liability under the above warranty if the total price of the Products has not been paid.

All software issues must be documented with time and date and issue occurred and reported to support@magicmirror.me within 48hrs.

10.5. All warranties, conditions or other terms implied by common law or statute, or otherwise in connection with the sale or supply of goods or goods or services (save, in the case of goods at to title) are excluded to the fullest extent permitted by law.

10.6. Any claim by the Customer which is based on a defect in the quality or condition of the Products shall be notified to Magic Mirror. Upon notification of any such claim by the Customer Magic Mirror shall either notify the Customer whether the policy of the manufacturer of the Products is to deal with the Customer direct (in which case the Customer shall deal with the manufacturer direct provided Magic Mirror gives sufficient details to enable the customer so to do) or shall provide the Customer with an RMA number (in which case the Customer shall return the faulty equipment part to Magic Mirror in their original UNMARKED packaging together with details of the RMA number and the Customer's name and address). This clause 10.4 shall only apply to Product. Customer is entitled to return to Magic Mirror as provided in these Conditions.

10.7. Magic Mirror shall not be liable to the Customer for any economic or financial loss or damage (including without limit, any loss of profits, loss of revenue liabilities incurred by the Customer to third parties, or additional expenses incurred or the cost of time spent) or any consequential, indirect or special loss or damage costs expenses or other claims for consequential compensation whatsoever (including without limit loss of or damage to data or loss of goodwill) incurred or suffered by the Customer and in every case howsoever caused or arising (and whether caused by the negligence of Magic Mirror, its employees or agents or otherwise).

10.8. Magic Mirror's liability for direct loss or damage arising from damage to tangible property for which Magic Mirror is liable shall be limited to the VAT exclusive price of the relevant Product or Service in connection with which any claim for damage or loss is made.

10.9. Nothing in these Conditions shall in any way exclude or limit any liability Magic Mirror may have for death or personal injury caused by its negligence.

10.10. Magic Mirror shall not be liable to the Customer or be deemed to be in breach of any Contract by reason of any delay in performing or any failure to perform any of Magic Mirror's obligation in relation to the Products if the delay or failure was due to any cause beyond Magic Mirror's control. Without prejudice to the generality of the foregoing the following shall be regarded as causes beyond Magic Mirror's control: -

10.10.1 Act of God; explosion; flood; tempest; fire or accident.

10.10.2 War or threat of war; sabotage; insurrection; civil disturbance or requisition.

10.10.3 Acts; restrictions; regulations; bylaws; prohibitions or measures of any kind on the part of any governmental or parliamentary or local authority.

10.10.4 Use of Customer's or a third party's software, hardware, network connections or application or any upgrade in respect thereof

10.10.4 Import or export regulations or embargoes

10.10.5 Strikes; lock outs or other industrial actions or trade disputes (whether involving employees of Magic Mirror or a third party)

10.10.6 Difficulties of Magic Mirror's supplier in obtaining raw materials; labour; fuel parts or machinery

10.11 End of Line – Some equipment may become end of line during the warranty period. On such an occasion the nearest replacement will be sourced.

11. RETURNS

11.1. The following is applicable to all clients' return unless there is a contractual agreement that supersedes the following policies :-

11.1.1. Client must bear the cost of shipment regardless on the choice of courier or mode of transport used in sending the equipment to Magic Mirror.

11.1.2. It is advisable to arrange for a transport method which is able to track the shipment, Magic Mirror is not responsible for any item lost in transit.

11.1.3. If the product is still under warranty, Magic Mirror will bear the cost of sending the replacement unit from the nearest warehouse of Magic Mirror to your address. Client must bear all applicable duties and customs charges for shipments to and from Magic Mirror, unless otherwise authorised.

11.1.4. Pay-On-Delivery shipment is strictly unacceptable without any prior agreement and consent from Magic Mirror party. Any shipments arriving at Magic Mirror with charges due will be rejected immediately.

11.1.5. Magic Mirror is not responsible for any data contained in the unit, it is client's responsibility to save any data contained in the Magic Mirror unit.

11.2. Replacement Product Notice

11.2.1. Client's original product will not be returned, and all replacement products of Magic Mirror are factory certified products.

11.2.2. Replacements carry the greater of: original warranty balance or 30 days.

11.2.3. Delivery is during normal business hours to the address client has provided.

11.2.4. All data in the returned unit(s) will be lost.

11.3. In your return shipment, please INCLUDE Magic Mirror, related accessories, in original packaging (flight case / wooden crate).

12. INSOLVENCY OF CUSTOMER

12.1. This Clause applies if: -

12.1.1 the Customer makes any voluntary arrangements with its creditors or becomes subject to an administration order or (being an individual or firm) becomes bankrupt or (being a company) goes into liquidation otherwise than for the purposes of amalgamation or reconstruction.

12.1.2 An encumbrancer takes the possession or a receiver is appointed of any of the property or assets of the Customer or

12.1.3 The Customer ceases or threatens to cease carrying on business or

12.2 Magic Mirror reasonably apprehends that any of the events mentioned above is about to occur in relation to the Customer and notifies the Customer accordingly.

12.3. If this Clause applies then without prejudice to any other right or remedy available to Magic Mirror, Magic Mirror shall be entitled to cancel the Contract or suspend any further deliveries or services under the Contract without any liability to the customer and if the Products have been delivered and not paid for then the price shall become immediately due and payable notwithstanding any previous agreement or arrangement to the contrary.

13. CONFIGURATION

13.1. On agreement Magic Mirror will provide configuration Services to Customer. Configuration Services will be at the price agreed

at the time the order is taken or confirmed. The Customer shall be solely responsible for the accuracy of its order, the specification of the components and their configuration and for ensuring that the configured product specified is satisfactory for the purposes for which it is required including without limit that it has sufficient overall functionality, and will support, be compatible and inter-operable with any hardware, software or middleware with which it is intended to operate.

13.2. Any supplied hardware by the purchaser is the sole responsibility of the purchaser to make sure is fully compatible, as we cannot be held responsible for any problems arising in conjunction with third party hardware or drivers. We also cannot be held responsible for problems arising from third party software with our software.

13.3. Refunds on software will not be given due to supplied hardware not being compatible or having defects.

13.4. Configuration Services will have a warranty of 14 days from the date of shipment to the Customer. Magic Mirror sole liability (and the Customer' sole remedy against Ingram) in respect of any defective Services for which Magic Mirror is responsible shall be the repair by Magic Mirror or at Magic Mirror's option replacement of the Product on which the Services have been performed. (If any alleged defect shall be attributable to defect in Product the provisions of clause 10 shall apply). Claims in respect of defective Services must be made within 21 days of the date of delivery / collection of the configured Product.

14. General

14.1. Any notice required or permitted to be given by either party to the other under these Conditions shall be in Writing addressed to that other party at its registered office or principle place of business or such other address as may at the relevant time have been notified pursuant to this provision to the party giving notice.

14.2. No waiver by Magic Mirror of any breach of the Contract by the Customer shall be considered as a waiver of any subsequent breach of the same or any other provision.

14.3. If any provision of these Conditions is held by any authority to be invalid or unenforceable in whole or in part the validity of the other provisions of these Conditions and the remainder of the provisions in question shall not be affected thereby.

14.4. The Contract shall be governed by the laws of England and the Customer submits to the exclusive jurisdiction of the English Courts.

14.5 General maintenance for example, Loose screws, Loose lights, Loose clips, are the responsibility of the operators not the manufacturer.

15. Software and Support

15.1. Software Updates are part of the Support package (which initially runs for 12 months). After this period a new support package will need to be taken up to receive Software Updates and Support (there is a cost for this service).

15.2. Software Updates are performed on your system however Outdated Systems will need to be updated to allow the software to be used.

15.3. We cannot accept any responsibility for any loss of data due to a software update.

15.4. During a Software Update our staff may be required to have Remote Access into your System in order for us to update.

15.5. Some Software Updates may require a Hardware, Operating System, or Third Party Updates. This is not our responsibility and must be undertaken by you to ensure our software will perform correctly.

15.6. Software operating correctly is governed by some external factors that are out of our control. When a problem arises with software from an operating system update or new hardware configuration conflict we will endeavour to repair this as quickly as possible. Magic Mirror will be in no way held accountable for loss of earnings from these updates nor will Magic Mirror issue refund for the software". Please send software issues to support@magicmirror.me.

15.7. Software Updates and support updates do not include Facebook Applications and Website Updates for use with the Facebook App integration. This is a separate entity which may need to be charged separately if any Facebook Changes or updates are made by Facebook, Inc.

15.9. We cannot be held responsible for any refunds or compensation resulting from software or anything in connection with the software.

15.10 The use of the email sending via software is available without software support. Retrieval of email's through members' area is only available when within a support package.

15.11. We reserve the right to cancel any software currently in use if customers are out of support or in breach of any contract with Magic Mirror or magicmirror.me.

15.12. Software licenses are put in place by Magic Mirror or magicmirror.me prior to pickup or shipment of the products.

15.13. To continue using software you may be required to be in a support package on a yearly subscription.

16. Trial Project

16.1. Where Magic Mirror has agreed to supply the Products on trial projects in very rare cases, contract period begins on the date of dispatch.

16.2. Such Contract is only offered to shopping malls and retail chains with a maximum of 6-months trial period.

- 16.3. All support and liabilities are applied to trial or pilot projects the same as other commercial projects, with the customer being deemed as "owner of product" during the agreed trial period.
- 16.4. Customer should bear any unit defects that arise from wilful damage; negligence; abnormal working conditions; All associated liabilities and external damages such as injury cost should be covered by customer's insurance policy.
- 16.5. Magic Mirror will bear in respect of any defects from fair wear and tear.
- 16.6. Any defect or damage that was not declared at the point of receive will be chargeable based on the level of damage, as per diagnosis conducted by Magic Mirror.
- 16.7. Minor scratch, chips and dents on metal cabinet is considered as low level; whereas any defects on the touchscreen monitor, PSU system and other faulty components are considered as high level damage.
- 16.8. At the end of the hire period, client is able to purchase the unit(s) by paying the balance payment.
- 16.9. For returns at the end of hire period, units must be returned in the same packaging as it was first received, the units is suggested to be packed at least 2 hours before pick-up to avoid any additional charges.
- 16.10. Delivery timeline: Weekdays between 9am – 6pm.

17. Website

17.1. Any websites templates are provided as a basic layout for the customer to alter as they see fit, we do not create, build or make changes to the website and it is supplied as is to the customer.

18. Advertising

18.1. Any AdWords products we offer in conjunction with Google are subject to being changed by Google without prior warning.

19. Warranty Policies

19.1. The magicmirror.me products are fully warranted to the original owner against defects in materials and workmanship for 1 year upon the purchase date of the product. If a product ever fails due to a manufacturing defect, we will repair the product, without charge, or replace it, at our discretion. This warranty does not cover damage caused by accident, improper care, negligence, normal wear and tear, or the natural breakdown of colours and materials over extended time and use. Damage not covered under warranty will be repaired for a reasonable rate and a fee will be charged for return shipping.

For warranty evaluation, your faulty equipment part must be returned directly to Magic Mirror, 46 Abbotswood, Guildford GU1 1UY, United Kingdom. All shipping to Warranty must be pre-paid and insured. Magic Mirror cannot be liable for lost in-bound packages.

Reasonable wear and tear is not included.

This warranty gives you specific legal rights; you may have other rights. This warranty policy supersedes all previous warranty policies.

External Warranties are with the manufacturing company of that particular item and the external companies return policies and Terms and Conditions apply.

Magic Mirror will help as much as we are able via support, however if it is felt that the product needs manufacturer intervention you will need to send the faulty equipment part back to the manufacturer as the warranty of the product is with them and not Magic Mirror. This applies to Camera's, Printers, Computers, Touch Screens and anything that has a Warranty from an external company.

19.2. Our products are covered under warranty, to the original owner, for 1 year of the product.

19.3. We manufacture all of our products to meet our superior standards. However, regardless of how carefully you use, or how well you care for your Magic Mirror product, it will eventually begin to show age and wear. The Magic Mirror warranty covers defects in workmanship and materials, within 1-year warranty period, but it does not cover normal wear and tear.

Repair Guidelines

19.4. If your product by Magic Mirror fails due to a manufacturing or workmanship defect, our first option will be to repair the item, free of charge. If the product is not repairable, or if the cost of repairing the item exceeds the cost of a new one, we will replace it.

19.5. If you're having problems with your product by Magic Mirror please send it to us at the following address for inspection and repair:

Magic Mirror, 46 Abbotswood, Guildford GU1 1UY, United Kingdom.

We would prefer that you send the item using a shipping method that will provide you with a tracking number, and require a signature upon delivery. Please make sure that the shipping is prepaid and the package is insured for full replacement value. Please enclose a short note that includes your name, phone number, and include a street address or a place where someone will be available to sign for a package. Please mark the areas in question on the product with coloured tape or masking tape, so we can find them easily, and make sure that your note describes their location.

Please send the product in clean.

Our normal turnaround time is about two-four weeks, usually less. This includes the shipping time by ground to you. If this turnaround time becomes a problem for you, tell us. We can sometimes “rush” repairs through for special situations. Just let us know. We will do all we can to see that you have it back in time.

19.6. Please insure your product by Magic Mirror for its full value when you send it to us. Use a shipping method that provides a tracking number and requires a signature upon delivery, to ensure that your product will arrive safely to Magic Mirror.

19.7. The Warranty Department does not require or issue return authorisations for items being returned for evaluation and repair. Once we receive your product, we will assign a repair order number to it, and send an email notification with the repair order number and an initial status report. Please make sure it has an address and name attached to the product.

19.8. As stated in our warranty policy, the customer pays the shipping charges to send products to the Warranty Department. Magic Mirror will absorb the return shipping charges. If you request that we return your product by UPS Overnight or 2nd Day Air, the additional shipping charges will be billed to you. Shipping charges for all non-warranty repairs are at the owner's expense.

19.9. Our typical turnaround time is 2-6 weeks from the time we receive your product until it is returned to you. In some cases, we can get it back to you sooner. In rare cases, it may take longer. During peak season our turnaround time can stretch to six weeks. If your product needs to be sent out to be cleaned, you may expect up to two additional weeks before it will be returned to you.

19.10. The cost of non-warranty repairs varies from one repair to another, depending on the cost of the materials and length of time it takes for us to do the repair. If you are concerned about the expense, you can ask us to notify you of the repair costs. After your product is assessed, we will email you with a final estimate, and request that you call us to approve the charges. You may also give us a limit, i.e. “Please notify me if the repair charges exceed £50.”

19.11. Warranties will be replaced with a like for like item at our discretion. Options taken to not replace the item are at your cost.

20. Consumables

20.1 All consumables (printer paper, Printer Ribbon's etc) will not be refunded or replaced if the box has been opened and used.

20.2 Printer Paper and Ink Ribbon can become 'spoilt' if subjected to larger temperature changes.

20.3 All consumables can be supplied by Magic Mirror (at Customer's cost), or can be sourced by Customer independently.

Magic Mirror, 46 Abbotswood, Guildford GU1 1UY, United Kingdom.