

General Information

Which VAT system do we use?



We wholesale majority of our products on Marginal VAT Scheme unless stated reverse or standard.

Read more about Marginal VAT Scheme on government's website by visiting:-
<https://www.gov.uk/vat-margin-schemes>.

Which courier service do we use?



We always send all of our parcels to UK, EU & abroad through UPS or DHL. All parcel's sent are fully insured and track. Parcels are dispatched after the payment is made. If you would like to arrange a collection kindly book a pick up by sending us across the label and time. If you would like to come in person to collect please arrange an appointment as we do not hand over the parcels without prior notice.

How do we accept payments?



We only accept payments via Bank Transfer or cash on collection. We do not release stock without payment. We can only provide quote in GBP that you can convert online on www.xe.com. We recommend using HiFX, TransferWise or RationalFX if you are sending payment from EU or abroad for better exchange rates. Any transfer cost or charges are customer's responsibility.

How many days warranty is valid on stock?



Graded/Used stock comes with 30 days warranty excluding any liquid, physical, water or electric shock damage. We do not give warranty of batteries on all of our second hand used stock. All refurbished stock is sold with 3 months warranty. Brand new stock warranty should be claimed directly from the manufacturer as we do not accept any brand new stock back. We do not accept any repaired stock back.

How to obtain our inventory & daily deals?



You can subscribe to our daily mailing list through our website. You can also drop an email to us to request our latest inventory or daily offers. We also keep our customers informed via WhatsApp as this gives you latest insight of our hot deals and offers. You can also join our LinkedIn, Facebook & Google page to follow us on social media. We are all ears, you can give us a call on our landline to speak to one of our sales rep.

Prices & Bulk Deals are restricted to only wholesale buyers?



No, we welcome any customer to purchase from us. Our minimum order quantity is 5 units per order. We don't have a restriction to who we sell. You can be a eBay seller a distributor, wholesaler or a retailer, we sell stock to everyone thanks to marginal VAT scheme. You don't have to be a company to buy from us. If you are looking for large quantities then feel free to contact us and we can work out prices.