
Terms and Conditions

Additional Products

We want to ensure all clients get the best out of their experience with Insight Solutions IT Services Ltd (referred to as Insight Solutions). In order to achieve this, the following terms & conditions apply to your booking:

1. Interpretation

The Company means Insight Solutions IT Services Ltd. The Client means the person or organisation who accepts a quotation or books a service from the Company for the supply of the requested services. The acceptance of these services will form the basis of the contract between Company & Client.

2. Acceptance of Terms

Purchase of any additional products, including clinical system resources, manuals, manager packs and REMOTE dial-in services, are accepted subject to the following terms & conditions. If you do not accept these you must not proceed with the purchase.

3. Orders

All product orders must be done via our website. Product purchases are secured once payment has been received:

- 3.1 Payments on-line – upon completion of your purchase, you need to choose Paypal/Credit card – Paypal is our payment gateway. When in Paypal, if you are paying by card and not Paypal, choose guest logout and enter card details. Once payment is received your product will be dispatched (subject to availability).
- 3.2 Payments by cheque or BACS – product orders received will sit in our sales order processing system until payment is received. Once payment is received your product will be dispatched (subject to availability).
- 3.3 If we do not receive payment, we will send an email reminder – failure to then make payment will result in your order being cancelled and you will need to place a new order.

4. Refunds

We operate a no refund policy on all products – once you have received the product, as it is generally electronic there is no practical way for you to ‘return’ it. Therefore, it is up to the client to ensure they understand what they are purchasing before committing. We do have samples available for many products and we are more than happy to talk to you about the products prior to you placing an order.

5. Sole Use

No resources can be shared, sold or distributed to any other practice or organisation, upon purchasing this pack you have accepted it is for the sole use of your practice only – failure to comply will contravene the terms and conditions and will be treated as a breach of purchase resulting in further action.

6. Confidentiality & Privacy

All services carried out by Insight personnel will remain completely confidential. Insight Solutions is registered with the ICO (Registration Number Z77996695), fully compliant with the NHS Data Security and Protection Toolkit (DSP Toolkit) and they have achieved the Cyber Essentials Certificate of Assurance.

Insight Solutions is GDPR compliant, our privacy notice is available on our website or on request. All personal details you provide us will be kept completely confidential and will only be used for the purposes you have supplied it for.