

## OVERVIEW

HiTech Land is a referencing website of electronic products based in London, UK, and is available in English and French. Our system stands for dropshipping, it means that every order placed will be processed and delivered directly by our suppliers (mostly from Asia). It is managed by MONI Stephane. If you want to contact him, please use the contact form provided for the purpose for further information.

Any order made on [www.hitech-land.com](http://www.hitech-land.com) by the customers implies knowledge and acceptance of the terms and conditions below.

These apply to any customer placing an order on HiTech Land.

This website is operated by HiTech Land. Throughout the site, the terms “we”, “us” and “our” refer to HiTech Land. HiTech Land offers this website, including all information, tools and services available from this site to you, the user, conditioned upon your acceptance of all terms, conditions, policies and notices stated here.

## SECTION 1 - GENERAL

- (1.) All our tenders and agreements are based solely on the following general terms and conditions of trade. They will be regarded as acknowledged without reservation when the order is given or at the latest by the acceptance of the delivery.
- (2.) Deviating conditions of the orderer will only be binding if we declare our agreement to them expressly and in writing otherwise these do not become part of the contract even if we supply the commodity with Knowledge of deviating or opposing conditions.
- (3.) Oral agreements will not become effective until we have confirmed them in writing.
- (4.) These general terms and conditions of trade will also apply to all future business with the orderer.

## SECTION 2 - ORDER CONFIRMATION

- (1.) Every order is placed on HiTech Land.
  - (2.) The client is provided with a shopping cart where he will be able to add several products referenced on the website via The Add to Cart button. He will be totally liable of what he adds to it on his own personal responsibility.
  - (3.) From the shopping cart, the client will have the possibility to place an order or request a quote in case he would like to order in bulk and get a suitable price quotation. For this last option, the client is required to open a business account rather than personal.
  - (4.) Quote requests are processed in 3 working days, and the proposed quotation will have to be accepted within 30 days before it will be automatically deleted. The quote will be converted to order once the (professional) client will have submitted his purchase order.
  - (5.) Orders will not be binding to us until they have been confirmed in writing that they are pending, and at the end of this stage no change will be accepted. Then, any mistake in your contact details will be at your own risk because the client is responsible for all data entered in the order form on HiTech Land.
  - (6.) We shall be entitled to pass on rises in costs occurring after the order has been confirmed, if the customer does not make the necessary communication for the implementation of the order.
- We reserve the right to refuse service to anyone for any reason at any time.

## SECTION 3 – PAYMENT

- (1.) All product prices can be displayed in Euro (EUR), British Pound (GBP) or US Dollar (USD) and include all taxes as well as delivery and handling charges in case you choose Standard Free Shipping (In case of eligibility of your country of delivery according to the supplier who ships).
  - (2.) We accept payments by Paypal, Bank card or Cryptocurrency via our partner Coinbase.
  - (3.) The same product that is offered with several different options may have a variable price depending on the option chosen.
  - (4.) Once you have put what you want in the shopping cart, you buy its content and are asked to pay on a secured window. You can also directly buy a product without adding it to the cart from its description page. These conditions are automatically sent to you by e-mail in PDF.
  - (5.) Paypal and Coinbase are the payment solutions chosen by HiTech Land. If you have a Paypal or Coinbase account you pay directly by logging in, otherwise you will be prompted to pay by credit card by entering your bank details on Paypal, or by entering your Cryptocurrency wallet address on Coinbase. The shipping address will be the same as you one you entered on HiTech Land. You can also sign in on Paypal or Coinbase to save you a lot of time for your next purchases and bring you more security.
- PayPal and Coinbase reinforce your protection against fraud. Accept payments without revealing your financial details. When you pay with PayPal or Coinbase, your financial information is never shared with the seller. PayPal and Coinbase use industry-leading encryption and fraud prevention tools.
- (6.) If your transaction is accepted, Paypal or Coinbase redirects you to [www.hitech-land.com](http://www.hitech-land.com) and we confirm you your order by email and you receive an invoice in the language and the currency of your transaction. HiTech Land is then notified of your purchase and can proceed to the order handling.

## SECTION 4 - PROCESSING ORDERS

- (1.) Once payment has been received, HiTech Land will process your order.
- (2.) If your products are declared available, they will be processed within 24 hours, otherwise count up to 7 days. Estimation of processing time can be indicated on the product sheet.
- (3.) If for any reason a product is declared available, while it is no longer available at all and you have already placed the order, you will be notified by email. You will be prompted to cancel the order. We will proceed to an amicable arrangement which varies from a product replacement with another one of comparable quality to the full refund by Reward Points or by the same method of payment you used for your purchase (in case of payment by Cryptocurrency, you should provide your wallet address in the Refund request form).
- (4.) Any delay in processing orders does not imply the refusal of the merchandise as any order will be processed within a maximum of 7 days.
- (5.) Then the merchandise is sent to the delivery address indicated during the order, this is why we ask you to enter correct information and especially to have an exact email address to contact you. We require that you add a phone number to facilitate contact by the delivery person at the time of delivery.

## **SECTION 5 – DELIVERY OF GOODS**

- (1.) HiTech Land ships almost everywhere in the world and offers shipping costs for most countries. To know if your country is eligible for Standard Free Shipping for a specified product, you need to fill in your country of delivery in the "Regional Settings" at the top of the site and view the "Shipping" section in the product sheet. Approximate delivery times and prices will be indicated for the product if the shipping is available in your country.
- (2.) In some cases, the supplier is not able to ship the product with Standard Free Shipping. So you will be prompted to re-order by choosing Expedited Airmail which uses a priority postal service that speeds up delivery according to your needs.
- (3.) Upon shipment of the goods, you will receive the details of the tracking (carrier, tracking number and website) by email and they will be available in your customer area, My Orders section. You will be delivered within 6 to 20 working days after processing your order in standard delivery. The delivery time drops depending on the destination from 3 to 10 working days in Express Shipping. The delivery time depends on the place of residence of the consignee and the customs. We ask you to be patient and you are invited to write a review about the product once received.
- (4.) We shall observe the delivery times given as far as possible; possible delayed deliveries or services will not oblige us to give compensation or a contractual penalty and will not justify any other commitments for our part. The customer will be entitled to withdraw from agreements if we have exceeded the delivery date by more than a month. The law requires the shipping of the order (its delivery) to HiTech Land while its receipt (delivery) at the expense of the customer who must then undertake to withdraw the item.
- (5.) If after 30 days you have not yet received anything, please inform HiTech Land in the "My Orders" section of your Customer Area, then in the order details, dropdown the "Customer Service" menu and Click "I have not yet received this product", so that we check your order even if we send you another item or refund you. In any case, the customer service will be ready to help you.
- (6.) Attention, any lie of the client can be penalized judicially since it will be known if your merchandise has really been mislaid or not by contacting each postal service. If you receive the parcel much later, you will be asked to notify us, because a refund will assume that the order is cancelled.
- (7.) Regarding HiTech Land ordering errors: If you receive a product different from the one you ordered, in the "My Orders" section of your Customer Area, then in the order details, Dropdown the "Customer Service" menu and click "The product received is not the one ordered". In the contact form that appears, it will be up to you to decide whether you want to keep the product, exchange it or receive a good in exchange equivalent to the difference between your two orders, so fill in your choice. In the most banal case of an exchange, you will be prompted to open a Support Ticket to manage the product replacement. A return label will be provided. If you keep your product, and it costs less, a compensation will be due.
- (8.) In the case of an order error by the customer: the merchandise will be exchanged by the original one or a coupon may be delivered. It is a reminder that any order is definitive and validated once it is being processed. Thus, a customer who wishes to cancel an order after his validation will have to return the parcel to our UK warehouse to obtain a total refund: click on "Return or replace the product" in the order details and fill in the return form (a return agreement will be to be attached to your parcel after validation). A customer claiming a withdrawal within a short period of time after purchase may be fully refunded by HiTech Land only if the merchandise has not yet been handled and shipped out. In this case, click "Cancel or replace the product" in the order details.
- (9.) You receive your goods directly in your mailbox or you will be asked to pick it up at the post office.
- (10.) It should be remembered that HiTech Land is a dropshipper, it means that each product on this site is ordered from foreign suppliers located in Asia, resulting in longer delivery times. If you order several products in one shopping cart you will not receive them in the same package if ordered by HiTech Land from different suppliers. The separation between the different shops is done at cart level.
- (11.) Customs Liability: HiTech Land suppliers provide all the necessary paperwork for your shipment, and in most countries it's pretty easy to import most kinds of consumer electronics, so Customers do not have to pay any sales tax or import duties when they purchase from HiTech Land. Statistically, less than 1% of all HiTech Land orders has ever got opened by the Customs in customers' countries. If, for any reason, the products cannot be delivered to you due to a Customs problem, we will discuss with you case by case about how best to handle the issue(s). If goods cannot be

delivered due to restrictions in your own country, this is solely your responsibility. HiTech Land is not responsible for products being confiscated by the Customs in customers' countries. As the importer you hold sole legal responsibility for responding to questions about imported goods delivered to yourself. Import duties, sales tax, and any other customs charges and fees, are your sole responsibility, as described in our terms and conditions. If a delivery fails because you do not respond in time to Customs communications, or you refuse to pay the applicable charges, we cannot offer any compensation. We keep track of all our deliveries. In the event that an order is delayed in customs or experiencing other issues, please feel free to contact us and we will contact the shipping agent on your behalf.

## **SECTION 6 - SATISFIED OR MONEY BACK**

- (1.) All products on HiTech Land are new and packaged.
- (2.) If you are not satisfied and you notify us a maximum of "two weeks" after receiving your goods, we will have a full refund once the merchandise has been returned in its original state within a maximum delay 30 days after the request. Since the return is made directly to our UK warehouse, it is imperative that you get the go-ahead from the after-sales service before sending back, so that we provide you with the return shipping label to affix to the parcel and the RMA number.
- (3.) Your right of withdrawal is 14 days "without penalty". A return request form is available in your Customer Area, in the order details, by clicking on the "Return or replace the product" button. You enter the date of receipt of the goods, the number of items to be returned and the reason for the return. Based on this information, the amount of the refund is calculated according to this scale: the refund is total if the product was received less than 14 days before the return request, otherwise the refund is partial and you lose 20% of the amount of the product per week of delay.
- (4.) You can choose whether you prefer to receive a prepaid Return Shipping Label from us or use your own shipping service. In this last case the return costs are your responsibility and you will have to fill in the proof of deposit in a new form (date of shipment, carrier, tracking number, a copy of the proof of deposit, and sometimes a photo of the package with the return address visible) in order to validate your return.
- (5.) Your return request appears under "My returns" section of your customer area. We will send you the Shipping Instructions to return the goods to our UK warehouse and you will receive a document to be printed out (return agreement) to be attached to the parcel so that you will be identified when receiving the return. A shipping service with insurance and tracking will be required in case of loss.
- (6.) If the merchandise is received in good condition (original condition), you will get the money back at the amount posted in the return request within two weeks after receipt, otherwise it can be returned to you at your expense.
- (7.) The shipping costs of the Prepaid Shipping label will be deducted. The return shipping costs are only refunded for damaged, different or non functional items (up to £20 GBP) returned within 14 days of receipt.
- (8.) Items that are worth £42 or less are not accepted for a return, but a compensation can be done depending on the situation.
- (9.) All refunds and compensation are sent by the same method of payment you used for your purchase, otherwise they are credited as Reward Points to your HiTech Land wallet. For cryptocurrency payments, you will have to provide your wallet address in an extra field to receive your funds.

## **SECTION 7 - WARRANTY**

- (1.) All HiTech Land electronic products are under manufacturer warranty of twelve months while accessories one month.
- (2.) If you notice a malfunction, please notify the After Sales Service in the "My Orders" section of your Customer Area, then in the order details, and click the "Open a support ticket" button. A form to open a support ticket will appear. You specify the date of receipt of the goods, the subject, the description of the technical problem, the number of items related and the priority.
- (3.) Your support ticket appears in the "My tickets" section of your customer area. You will find access to Chat with technical support to dialogue and to follow the progress of the diagnose. You will be asked to be the most accurate in the description of the problem so that we can help you as much as possible.
- (4.) If Technical Support fails to diagnose the problem, you will be prompted to return the goods directly to the supplier for "Repair or Exchange of the Product". If you would like a refund, remove the support ticket and make a refund request by following the procedures in section 6. We will send you the Terms of Return to our UK warehouse and you will receive a document to be printed out (return agreement) to be attached to the parcel so that you will be identified when receiving the return.
- (5.) The return fees are covered in most cases, and we will send you a prepaid Return Shipping Label from us otherwise you should have to use your own shipping service. In this last case, you will have to fill in the proof of deposit in a new form (date of shipment, carrier, tracking number, postage fee, scan of proof of deposit, and a photo of the package with the return address visible) in order to validate your return to our UK warehouse. A shipping service with insurance and tracking will be required in case of loss. We will reimburse you the return shipping costs (up to £20 GBP).
- (6.) Attention, you must return the package in its original packaging and in its entirety. A test will be performed to determine the cause of the failure. If an error is deduced from you, you will be returned the same package under your expense.
- (7.) The defective merchandise may be reimbursed in full only in case of cancellation within the 14-day withdrawal period following its receipt in accordance with the conditions set out in Section 6.
- (8.) Note that only manufacturing defects (hardware or software) are under warranty, any other damage will not be

supported. In addition, any fault due to carriage will not be compensated by HiTech Land, you should refuse the package if it appears damaged, and it is the responsibility of any person desiring to obtain transportation insurance to avoid such inconvenience.

(9.) Items that are worth £42 or less are not accepted for a return, but a compensation can be done depending on the situation.

(10.) All refunds and compensation are sent by the same method of payment you used for your purchase, otherwise they are credited as Reward Points to your HiTech Land wallet. For cryptocurrency payments, you will have to provide your wallet address in an extra field to receive your funds.

## **SECTION 8 - MODIFICATIONS TO THE SERVICE AND PRICES**

(1.) Prices for our products are subject to change without notice.

(2.) We reserve the right at any time to modify or discontinue the Service (or any part or content thereof) without notice at any time.

(3.) We shall not be liable to you or to any third-party for any modification, price change, suspension or discontinuance of the Service.

## **SECTION 9 - USER COMMENTS, FEEDBACK AND OTHER SUBMISSIONS**

(1.) If, at our request, you send certain specific submissions (for example contest entries) or without a request from us you send creative ideas, suggestions, proposals, plans, or other materials, whether online, by email, by postal mail, or otherwise (collectively, 'comments'), you agree that we may, at any time, without restriction, edit, copy, publish, distribute, translate and otherwise use in any medium any comments that you forward to us. We are and shall be under no obligation (1) to maintain any comments in confidence; (2) to pay compensation for any comments; or (3) to respond to any comments.

(2.) We may, but have no obligation to, monitor, edit or remove content that we determine in our sole discretion are unlawful, offensive, threatening, libelous, defamatory, pornographic, obscene or otherwise objectionable or violates any party's intellectual property or these Terms of Service.

(3.) You agree that your comments will not violate any right of any third-party, including copyright, trademark, privacy, personality or other personal or proprietary right. You further agree that your comments will not contain libelous or otherwise unlawful, abusive or obscene material, or contain any computer virus or other malware that could in any way affect the operation of the Service or any related website. You may not use a false e-mail address, pretend to be someone other than yourself, or otherwise mislead us or third-parties as to the origin of any comments. You are solely responsible for any comments you make and their accuracy. We take no responsibility and assume no liability for any comments posted by you or any third-party.

(4.) When you add a video to your product review, this one will be hosted by YouTube, so you will have to comply with the [YouTube Terms of Service](#).

## **SECTION 10 - PERSONAL INFORMATION**

(1.) Your submission of personal information through the store is governed by a Privacy Policy and your personal data will never be shared to Third parties at anytime and you are entitled to require us to delete any information we may have.

(2.) Our site uses cookies that store some of your data in your browser to facilitate your experience. You can delete them at any time in your browser settings.

## **SECTION 11 - ERRORS, INACCURACIES AND OMISSIONS**

(1.) Occasionally there may be information on our site or in the Service that contains typographical errors, inaccuracies or omissions that may relate to product descriptions, pricing, promotions, offers, product shipping charges, transit times and availability. We reserve the right to correct any errors, inaccuracies or omissions, and to change or update information or cancel orders if any information in the Service or on any related website is inaccurate at any time without prior notice (including after you have submitted your order).

(2.) We undertake no obligation to update, amend or clarify information in the Service or on any related website, including without limitation, pricing information, except as required by law. No specified update or refresh date applied in the Service or on any related website, should be taken to indicate that all information in the Service or on any related website has been modified or updated.

## **SECTION 12 - PROHIBITED USES**

(1.) In addition to other prohibitions as set forth in the Terms of Service, you are prohibited from using the site or its content: (a) for any unlawful purpose; (b) to solicit others to perform or participate in any unlawful acts; (c) to violate any international, federal, provincial or state regulations, rules, laws, or local ordinances; (d) to infringe upon or violate our intellectual property rights or the intellectual property rights of others; (e) to harass, abuse, insult, harm, defame, slander, disparage, intimidate, or discriminate based on gender, sexual orientation, religion, ethnicity, race, age, national origin,



or disability; (f) to submit false or misleading information; (g) to upload or transmit viruses or any other type of malicious code that will or may be used in any way that will affect the functionality or operation of the Service or of any related website, other websites, or the Internet; (h) to collect or track the personal information of others; (i) to spam, phish, pharm, pretext, spider, crawl, or scrape; (j) for any obscene or immoral purpose; or (k) to interfere with or circumvent the security features of the Service or any related website, other websites, or the Internet. We reserve the right to terminate your use of the Service or any related website for violating any of the prohibited uses.

### **SECTION 13 - DISCLAIMER OF WARRANTIES; LIMITATION OF LIABILITY**

- (1.) We do not guarantee, represent or warrant that your use of our service will be uninterrupted, timely, secure or error-free.
- (2.) We do not warrant that the results that may be obtained from the use of the service will be accurate or reliable.
- (3.) You agree that from time to time we may remove the service for indefinite periods of time or cancel the service at any time, without notice to you.
- (4.) You expressly agree that your use of, or inability to use, the service is at your sole risk. The service and all products and services delivered to you through the service are (except as expressly stated by us) provided 'as is' and 'as available' for your use, without any representation, warranties or conditions of any kind, either express or implied, including all implied warranties or conditions of merchantability, merchantable quality, fitness for a particular purpose, durability, title, and non-infringement.
- (5.) In no case shall HiTech Land, our directors, officers, employees, affiliates, agents, contractors, interns, suppliers, service providers or licensors be liable for any injury, loss, claim, or any direct, indirect, incidental, punitive, special, or consequential damages of any kind, including, without limitation lost profits, lost revenue, lost savings, loss of data, replacement costs, or any similar damages, whether based in contract, tort (including negligence), strict liability or otherwise, arising from your use of any of the service or any products procured using the service, or for any other claim related in any way to your use of the service or any product, including, but not limited to, any errors or omissions in any content, or any loss or damage of any kind incurred as a result of the use of the service or any content (or product) posted, transmitted, or otherwise made available via the service, even if advised of their possibility. Because some states or jurisdictions do not allow the exclusion or the limitation of liability for consequential or incidental damages, in such states or jurisdictions, our liability shall be limited to the maximum extent permitted by law.

### **SECTION 14 - INDEMNIFICATION**

- (1.) You agree to indemnify, defend and hold harmless HiTech Land and our parent, subsidiaries, affiliates, partners, officers, directors, agents, contractors, licensors, service providers, subcontractors, suppliers, interns and employees, harmless from any claim or demand, including reasonable attorneys' fees, made by any third-party due to or arising out of your breach of these Terms of Service or the documents they incorporate by reference, or your violation of any law or the rights of a third-party.

### **SECTION 15 - SEVERABILITY**

- (1.) In the event that any provision of these Terms of Service is determined to be unlawful, void or unenforceable, such provision shall nonetheless be enforceable to the fullest extent permitted by applicable law, and the unenforceable portion shall be deemed to be severed from these Terms of Service, such determination shall not affect the validity and enforceability of any other remaining provisions.

### **SECTION 16 - TERMINATION**

- (1.) The obligations and liabilities of the parties incurred prior to the termination date shall survive the termination of this agreement for all purposes.
- (2.) These Terms of Service are effective unless and until terminated by either you or us. You may terminate these Terms of Service at any time by notifying us that you no longer wish to use our Services, or when you cease using our site.
- (3.) If in our sole judgment you fail, or we suspect that you have failed, to comply with any term or provision of these Terms of Service, we also may terminate this agreement at any time without notice and you will remain liable for all amounts due up to and including the date of termination; and/or accordingly may deny you access to our Services (or any part thereof).

### **SECTION 17 - ENTIRE AGREEMENT**

- (1.) The failure of us to exercise or enforce any right or provision of these Terms of Service shall not constitute a waiver of such right or provision.
- (2.) These Terms of Service and any policies or operating rules posted by us on this site or in respect to The Service constitutes the entire agreement and understanding between you and us and govern your use of the Service, superseding any prior or contemporaneous agreements, communications and proposals, whether oral or written, between you and us (including, but not limited to, any prior versions of the Terms of Service).
- (3.) Any ambiguities in the interpretation of these Terms of Service shall not be construed against the drafting party.

**SECTION 18 - GOVERNING LAW**

(1.) These Terms of Service and any separate agreements whereby we provide you Services shall be governed by and construed in accordance with the UK's Consumer Contracts Regulations 2013 as of 13 June 2014, Electronic Commerce (EC Directive) Regulations 2002 and the Consumer Rights Directive 2011 .

**SECTION 19 - CHANGES TO TERMS OF SERVICE**

(1.) You can review the most current version of the Terms of Service at any time at this page. We reserve the right, at our sole discretion, to update, change or replace any part of these Terms of Service by posting updates and changes to our website. It is your responsibility to check our website periodically for changes. Your continued use of or access to our website or the Service following the posting of any changes to these Terms of Service constitutes acceptance of those changes.

**SECTION 20 - CONTACT INFORMATION**

(1.) If you have any questions about the Terms of Service, do not hesitate to contact us.

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