



Frequently Asked Questions

Who are buyit247.net?

Buyit247.net is the [consumer sales](#) division of PC Interworks. PC Interworks is a UK based company that supplies IT Equipment and related services to consumers, businesses and institutions across the UK.

PC Interworks now boasts a wealth of experience accumulated since its formation in 1995. Its office in Stoke-on-Trent employs only fully trained, experienced personnel who are committed to delivering the high standards demanded by its consumers.

What can I buy from buyit247.net?

Here at buyit247.net we currently offer a range of Grade 2 Fujitsu Siemens [PC Systems](#) and [Laptop computers](#) as well as a selection of brand new products. Essentially, [Grade 2](#) is a way for you to purchase high quality, high specification Fujitsu Siemens product at low, low prices. For more information, please visit the '[what is grade 2?](#)' section of the site.

How can I buy from buyit247.net?

You may [order online](#) via the website 24 hours a day, or by telephone on [01782 375480](#) between the hours of 9:00am and 5:30pm, where you can talk to a member of the buyit247 sales team. We will be happy to resolve any queries that you may have before making your purchase.

I am a little uncertain about what product to choose, how can you help?

Please take a look at the '[what computer is right for me?](#)' information page. You may find that this answers many of your questions.

However, if not we will be happy to help and provide you with a number of other options. For instance, you could telephone [01782 375480](tel:01782375480) and talk to a member of the consumer sales team. You could also email your enquiry to sales@pc-interworks.co.uk, and we promise to reply as quickly as possible. Or, for more general enquiries visit our forum for a discussion with other computer buyers.

I know what product I want to buy, but why should I choose buyit247.net?

Buying from Buyit247 adds a number of benefits to you. For example, in our grade 2 product offerings we offer some of the [UK's lowest prices](#) on Fujitsu Siemens products and a range of [high quality, high specification](#) Fujitsu Siemens Laptops and PC Systems.

We constantly seek to maintain [high levels](#) of [customer service](#), both before and after sales. You will not be abandoned or mistreated once you have purchased from us, we treat customers as we would expect to be treated, so rest assured you will be in good hands.

An item is showing 'out of stock', when will it be available again?

Due to the fast changing nature of our product portfolio and the nature of the returns business we are not able to predict when we will receive a specific item again. However, if you contact a member of our sales team, they will be only too happy to advise you on a similar item or suggest similar items that you may be interested in.

What are your delivery charges (Inc VAT)?

1 Item = £19.99
2 Items = £29.99
3 Items = £34.99
4 Items = £39.99

* increasing by £5 per item after that *

When will I receive my product(s)?

Orders placed before 3:00pm receive [next day delivery](#). If, you would also like to have your product(s) delivered at a time more convenient to yourself, we are able to do so.

How can I pay for my order?

If ordering online we accept Visa, Mastercard, Delta, Switch and Maestro. If you live local and would like to pick your item up, you have a choice of paying by credit card or in cash.

Can I collect my buyit247 order from PC Interworks?

Yes. Buyit247 is a division within the PC Interworks building located in Knypersley, Stoke-on-Trent, ST8 7PL. If you think that it is beneficial for you to collect directly from us, please contact us and we will be happy to arrange a time convenient to you.

Why can buyit247 only deliver to the registered credit card billing address?

Due to the increasing levels of credit card fraud within the UK we have to remain vigilant in this area, for your benefit as well as ours. Please bear in mind that when we carry out necessary security checks - ultimately these are for your own protection. We work closely with the major credit card companies and any attempted purchase that appears to be suspicious is always reported to the credit card company.

If someone obtained your card details fraudulently, they could have goods delivered to any address without your knowledge.

I have received faulty product, what do I do?

Within a 28 day period after you have received the product, please contact us in order to arrange a replacement. Call us between the hours of 9:00am and 5:30pm on [01782 375 480](tel:01782375480).

After 28 days your product would be under a Fujitsu warranty and you should contact Fujitsu Technical Support on; [08705 353 325](tel:08705353325).

If you have any unanswered questions, please visit and post in the [Interactive Form – http://www.buyit247.net/forums/](http://www.buyit247.net/forums/).

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