

SERVICE TERMS AND CONDITIONS

These Terms

- 1. The Title in any goods or services does not pass to the customer until all monies are received in full and all cheques cleared. Service & Repair unless credit terms have been agreed in advance. These terms are strictly 14 days end of month. Where the Customer does not pay within terms the Company reserves the right to apply interest of 5% over the base lending rate, calculated on a daily basis. The Customer may not withhold payment of any invoice or other amounts due to the Company by reason of any right of set-off or counterclaim which the Customer may have or allege to have.
- 2. Where the parties have contracted in person on our business premises, we may (at our sole discretion) accept the return of any Goods which you did not specifically order provided that you return them in the same condition as when supplied. Any such returns must be concluded within 14 days of delivery, you must produce our original invoice and pay (at the rate current on the date of return) our handling charges for returned Goods.
- 3. If you are a consumer and this Agreement has been concluded (a) without any face to face contact between us or anyone acting on our respective behalfs, or (b) in the simultaneous physical presence of you and us but in a place which is not the business premises of us, you may give notice cancelling this Agreement within 14 days of taking delivery of the Goods. To exercise the right to cancel, you must inform us in writing of your decision to cancel the Agreement (e.g. letter sent by post, fax or e-mail).
- 4. If you cancel the Agreement pursuant to clause 2 hereof, we will reimburse all payments received from you. We may make a deduction from the reimbursement for loss in value of any Goods supplied, if the loss is a result of unnecessary handling by you. We will make the reimbursement without undue delay, and not later than 14 days after we receive back from you the Goods supplied or (if earlier) 14 days after you provide evidence that you have returned the Goods. We will make the reimbursement using the same method of payment as you used for the initial transaction, unless we have expressly agreed otherwise.
- 5. If you cancel the Agreement pursuant to clause 2 hereof, you shall return the Goods without undue delay and in any event no later than 14 days after you communicate the cancellation of the Agreement to us. You will be responsible for the direct cost of returning the Goods. You shall be responsible for any diminished value of the Goods resulting from the handling other than what is necessary to establish the nature, characteristics and functioning of the Goods.
- 6. Save as above, we will not accept the return of any Goods which are not defective.
- 7. You grant us permission to remove or disconnect any accessory, part or fixture on the Vehicle (including any onboard camera) which is necessary for us to complete the Works
- 8. All "Special Orders" correctly supplied and of merchantable quality will not be accepted for credit.
- 9. Worn units will only be accepted in a clean and oil free condition.
- 10. Any item not of Vauxhall origin is identified thus (*) and therefore is not covered by any Vauxhall warranty.

