

## **CUSTOMER CARE**

It is the Company's policy to deal fairly, openly and honestly with our customers. We value our customers and aim to provide the best possible service and prices for goods offered.

We are a member of 'Customer First'. Devon County Council's Trading Standards Service whose overall objective is to establish high standards of trade in Devon runs this scheme. It is part of a national scheme, supported by the Trading Standards Service and the Office of Fair Trading. Completion/delivery dates for goods or services supplied will be as flexible as possible and agreed in advance. Where delays prove unavoidable the customer will be given as much advance notice as possible.

Where guarantees and/or warranties are included as standard in the transaction, clear and accurate details will be provided to the customer. Where additional warranties or guarantees are offered as optional, these are in addition to the consumer's statutory rights.

## **PAYMENT OF GOODS & SERVICES**

Goods and services must be paid for on or prior to collection. Title to the goods/services supplied will remain within this company until payment for them has been satisfactorily received.

We reserve the right to request a non-refundable deposit for Parts that are specially ordered for you.

We accept the following credit/debit cards – Visa, MasterCard, Visa Debit, Connect, Solo, Switch/Maestro.

We reserve the right to refuse payment by credit card for certain items such as cars. Credit charge of 2% may be applied.

Electronic payment may be made directly to our bank account by prior arrangement.

We do not accept payment of cash directly into our account.

Personal Cheques will only be accepted with a current, valid Cheque Guarantee Card to cover the amount of the cheque. All funds must be cleared through our bank prior to release of goods.

Business cheques accepted by prior arrangement.

### **Payment by Cash**

It is the policy of this company to accept a maximum of £8000.00 (eight thousand pounds only) including VAT in cash, against any one transaction.

We do not accept payment of cash directly into our account.

## **ORDERING & CANCELLATION**

We endeavour to hold a comprehensive stock level of parts, including many obsolete parts, and offer the best price possible for goods, including promotional prices. For this reason, where an item is not held in stock and has to be specifically ordered on your instructions, the order may not be cancelled unless there are exceptional circumstances as we are unable to return special order parts. For this reason, we reserve the right to request a non-refundable deposit for parts that are specially ordered for you.

**Cancellation** – Any cancellation for parts or work should be made in writing, we reserve the right to charge an administration fee of 25% for workshop time booked and not cancelled within a reasonable time period.

## **RETURNS/REFUNDS POLICY**

Parts that have been correctly supplied, will incur a 20% Handling Fee if returned for credit. Return carriage/postage is your responsibility.

NON-STOCK PARTS ordered specifically for you, will not be able to be returned.

ECM/ELECTRICAL PARTS will not be accepted for return/refund if opened from sealed packing.

SURCHARGES - Surcharge will be made on Exchange Units. When the old units are returned, the Surcharge will only be refunded on the understanding that the old/exchange units are fit to be remanufactured, are of the same part as has been supplied and returned within 60 days.

In the unlikely event of you receiving defective goods, they should be returned unused and as soon as possible (within 30 days) for a replacement or full refund including postal expenses. We will not be held responsible for any other costs incurred or implied.

We cannot accept used and damaged goods for a refund unless there is an obvious defect.

## **SHIPPING TERMS and CONDITIONS**

**NEXT DAY DELIVERY** - most orders will be despatched for next working day delivery, where available, by the most economical method of carriage, subject to order being confirmed by 12 noon. This will be calculated on a weight/volume basis. Carriage prices quoted are for UK mainland - excluding Scotland, Highlands & Grampians and Wales. Prices for IOW, Northern Ireland, Republic of Ireland and Channel Isles on application.

All carriage prices will be confirmed prior to despatch.

Please ensure you will be at the agreed delivery address to receive goods and check for damage before signing for the goods. No claims may be made for damage to goods in transit unless notified at time of delivery and if the goods have been signed for as received in good condition.

We reserve the right to pass on any charges incurred if the courier is unable to deliver to you as arranged and has to 'card' your address. We will not be responsible for expenses incurred or implied relating to late or non-delivery of goods.

**INTERNATIONAL/OFFSHORE ORDERS:** We will endeavour to obtain the best price, most secure and fastest method of delivering your order. A quote will be obtained for you prior to despatch and confirmed via e-mail or fax.

We cannot guarantee delivery dates or schedules and will not be held responsible for delivery failure or any expenses incurred or implied.

**INSURANCE** - Insurance taken out on delivery of goods will only cover loss or damage. It does not cover any costs incurred or implied relating to late or non-delivery of goods.

***If you are unsure of which carriage rate to choose when ordering parts on the website (ie, weight or volume), please select last option and we will advise carriage charges by email.***

## **PRIVACY and SECURITY**

We take our privacy concerns very seriously and are committed to the protection of online privacy for all our customers. We only collect personally identifiable data when a customer submits an order. This information is used to identify our customers and to send order confirmations. We collect delivery and billing information, (address, telephone number) at the checkout page in order to process your order and to contact you, should there be any problem with your order. We will not pass on your information to any third party. All information gathered from our website will be used to help us improve our products, services and website.

## **COMPLAINTS PROCEDURE**

Any complaints will be dealt with as promptly, effectively and courteously as possible either in person or on the telephone in the first instance. If not satisfactorily resolved, the complaint may be referred to a senior member of staff, who will deal with this in a more formal manner if required. A written record of all customers' complaints will be maintained.

**Register of Companies for England and Wales Number (under Companies Act 1985): 4148866**

**VAT Registration Number: 557 6977 73**