

These Terms and Conditions apply to all purchases made by you, the customer, from us, Vehicle Fixtures.

## **1. CUSTOMER SERVICE**

We are committed to total customer care. Should you wish to speak to us please telephone 01782 373491, Monday to Friday between 9.00 am and 5.00 pm or email us at sales@vehiclefixtures.co.uk

## **2. DELIVERY**

We aim to dispatch our products within 2 working day of accepting your order. We aim to but cannot guarantee to dispatch all products for next day delivery on all orders placed before 11am. This is dependant upon stock levels and manufacturing. Products that are dispatched by our nominated carrier will require a valid signature as proof of delivery. Please check all items for damage before signing, as claims may not be made later. Our range of in vehicle racking systems are manufactured to order and so are not eligible for our next working day delivery, you will be advised of a delivery date at the time of order. Vehicle Fixtures accept no responsibility for any delays in delivery due to manufacturing or any costs incurred as a result of any delay.

Delivery dates are not guaranteed, but we will make every reasonable effort to ensure that goods are delivered within 28 days of being ordered. We only deliver to addresses within GREAT BRITAIN. We do not deliver to BFPO addresses, Scilly Isles, Western or Northern Isles or the Channel Islands. The Isle of Man may incur extra charges for delivery.

## **3. AVAILABILITY**

All orders are accepted subject to stock availability. Where you have ordered several products and not all are in stock, we may send you the products that are available; we will send the remainder of your order as soon as the stock becomes available. If the goods ordered are out of stock, we will contact you within 30 days from the day after your order was placed. If the goods are coming back into stock, we will propose a new delivery date or, with your agreement, we may be able to supply you with substitute goods. If we have received payment from you for goods out of stock, or you do not wish to wait for goods to become available, and/or decline our offer of substitute goods, we will refund any monies due, within 7 days of receiving your instructions.

## **4. VAT**

Prices on our website all exclude VAT. Please contact us if you have any queries.

## **5. WAYS TO PAY\_**

Our website runs through Paypal. If you wish to place an order please have your credit or debit card to hand. Paypal accepts Visa, Switch, Maestro, MasterCard, Amex and Solo. Where an invoice is to be issued for any purchase our terms are strictly 7 days from the date of order. After this date the invoice will become overdue and we may take action to reclaim any monies owed.

You will be asked to provide your personal details. It is your responsibility to ensure that the details provided by you for the purpose of ordering products from us are correct and that you have the necessary credit limits and/or authority to use the

credit or debit card you present to us.

## **6. RETURNS**

It is your responsibility to order correct items from our website or contact us if you have made a mistake whilst ordering. You are entitled to a full refund if all goods are returned to us in their original condition, complete with packaging and accessories within 7 working days. We will only refund your postage charges if the item you are returning is faulty or incorrectly sent.

If you believe an item sent to you, to be faulty or incorrect, please call or email us at [sales@vehiclefixtures.co.uk](mailto:sales@vehiclefixtures.co.uk). You should include a letter stating the reasons for return when sending your parcel back to us. A note with your details should be within the package. Goods, which have been used or are not in the original state, will not be accepted.

If you are returning an item because you believe there to be a fault with the product, clearly state details of the fault. Should the returned item be found to be faulty then we will replace the item. Additionally we will pay the cost of return postage. If the returned item is found to be without fault then the cost of return postage will be borne by the customer.

Under circumstances where replacement goods are not applicable a credit note will be issued for the value of the item returned which can be used against a future purchase. If the returned item was found to be faulty and under circumstances where replacement goods are not applicable, then the full purchase price will be credited including any postage charges incurred. If the item returned is found to be without fault the credit raised will not include any postage charges.

## **7. STATUTORY RIGHTS**

Goods must be returned to us in their original condition, complete with packaging and accessories. The cost of replacement of any missing items will be borne by the customer.

## **8. LIABILITY**

If you have notified us of a problem with the goods, we will either make good any shortage or non-delivery, replace or repair any goods that are damaged or defective upon delivery, or refund you with the amount paid for the goods. This does not affect your statutory rights as a consumer, nor is it intended to limit our liability to you for fraudulent misrepresentation or for death or personal injury resulting from our negligence.

## **9. SAFETY ADVICE**

For your own safety we recommend that you read carefully all safety information printed either on the packaging, or in any leaflets that may be included with the product. We advise you use a professional fitter and cannot be held responsible for injuries caused if you attempt fitting products yourself.

For electrical products always check the power cable and plug for any signs of damage. Always consult a qualified electrician and never attempt to repair any product yourself.

## **10. ERRORS**

Every effort has been made to ensure that the information supplied is correct at the time of going to press.

## **SUMMARY**

By purchasing products from us, you agree to these terms of sale. Vehicle Fixtures have the right to revise these terms and conditions including prices at any time.

We also have the right to decline service to any individual customer. Our head office address is: *Vehicle Fixtures, 13 Flaxman Close, Barlaston, Staffordshire, ST12 9BD*  
*VAT reg no: 9036651 33*