



## **TERMS OF BUSINESS** **CONSUMER TRANSACTIONS**

### **PAYMENT**

Unless a credit account has been established, cash payment is required on completion of work done, or on collection or on delivery.

Cheques to the value of the accompanying Banker's Cheque card will be accepted. Special arrangements may be made for higher balances, providing a guarantee can be facilitated. All major credit cards are accepted.

Where a credit account has been opened, future supply of parts or further work will be dependent upon settlement of the account strictly in accordance with the credit terms granted.

Vehicles accepted by us are subject to the provisions of the Torts (Interference with Goods) Act 1977 which sets out procedures for non-payment, retention and sale of vehicles not collected.

We reserve the right to charge storage on vehicle uncollected for more than 7 days after notification has been given of the vehicle's availability.

Notwithstanding delivery and the passing of risk in the goods, the property in the goods shall not pass to the purchaser until we have received in cleared funds payment in full of the price of the goods and all other goods agreed to be sold by us to the purchaser for which payment is then due and until such time as property in the goods passes, the purchaser holds the goods as our fiduciary agent and bailee and shall keep the goods separate from other property properly stored and protected and insured and identified as our property. Until such time as the property and the good passes to the purchaser we shall be entitled to require the purchaser to deliver up the goods to us and if the purchaser fails to do so forthwith, to enter on any premises of purchaser or any third party where the goods are stored and repossess the goods.

### **VALUE ADDED TAX**

All prices quoted are EXCLUSIVE OF VAT, UNLESS OTHERWISE ADVISED.

### **SPECIAL ORDERS**

Parts specifically ordered cannot be returned for credit. Goods accepted for credit against executed orders will only be credited if returned within 14 days AND A 20% HANDLING CHARGE WILL BE MADE.

### **WARRANTY WORK**

No warranty work can be undertaken unless a service record document and/or warranty card is produced when the vehicle is delivered to Reception.

### **DISPLACE PARTS**

All displaced parts are available for inspection, or return (except in the case of warranty or service exchange items) on request. If you wish to take advantage of this service please tell the Service Receptionist when booking your vehicle.

### **EXCHANGE UNITS**

Credit will be given on old units returned in clean condition within 14 days quoting the invoice number. SUBJECT to the old unit being suitable for reconditioning.

### **DISCREPANCIES**

Claims for shortages or discrepancy will not be accepted unless made within 48 hours of receipt of package.

### **WARRANTY**

Servicing and repair work is guaranteed for 6000 miles or 6 months from the date of servicing, whichever occurs first. Additional, All parts supplied from the manufacturer (or Unipart) are covered by the Manufacturer's warranty for 12000 miles or 12 months, whichever occurs sooner. Other parts may be sold or fitted by us carrying our own warranty in the same terms.

### **ACCIDENT REPAIR WORK AND BODYWORK REPAIRS**

Additional Terms and Conditions applicable to this category of repair work are set out on the estimate, which will be provided.

### **THE CODE OF PRACTICE FOR THE MOTOR INDUSTRY**

A copy is available for your inspection on request.

### **GENERAL**

These conditions of sale shall be construed in accordance with English law. Nothing herein contained is intended to affect, nor will it affect, a consumer's statutory rights under current legislation.

### **COMMENTS**

We welcome comments on the service we provide. Please let us know what you think, either through the Service Receptionist or our customer experience questionnaire.