



# Terms and Conditions

**Company registration number \*\*\*\*\***

**Vat registration number \*\*\*\*\***

**In these terms and conditions, references to "we" and "us" are to Prestige Wheels Ltd**

If you have any queries with the terms and conditions, e-mail us at [info@prestigewheels.co.uk](mailto:info@prestigewheels.co.uk)

**Your use of our services is governed by the following terms and conditions. Please read them carefully. They do not affect your statutory rights.**

## **Our Agreement**

By ordering services from Prestige Wheels you are entering into a contract with us. The terms below are important and set out our obligations to you and what you are agreeing to.

Subject to these terms and conditions you agree to pay for the services set out in the documentation / contract between you and Prestige Wheels.

## **Order Process**

Orders may be placed on-line. For on-line ordering simply select the services you require. This will be shown in your shopping basket. The total cost of your order will be the price of the services you order. All these will be set out clearly in your shopping basket before you submit your order. You will have an opportunity to check and correct any input errors before you click the submit order button.

Orders may also be placed by phoning our call centre (0800 840 40 40) where our team will process your order or contacting us via email at [info@prestigewheels.co.uk](mailto:info@prestigewheels.co.uk).

In each case after you submit an order, we will send you an e-mail or text message confirming your order. The e-mail / text will contain relevant details of the service ordered including confirmation of the date when our HPC engineer will carry out your installation.

It is you the client's responsibility to ensure that the booking form and any other documentation / correspondence between us is accurate.

To order our service you will need to supply us with two phone numbers on which we are able to contact you (these numbers may be mobiles or fixed lines (or both) where the caller ID may be withheld) together with an e-mail address.

Once an order is placed it becomes a legally binding contract and therefore chargeable unless cancellation is made at least 2 days prior to the agreed date booked e.g. day is Wednesday, the last day for cancellation is close of business (5.00pm) on Monday of that week. You may cancel at any time up to this point and any payment made in advance will be refundable.

For retail customers, payment can be made by Debit / credit cards from MasterCard, Visa, Delta and Maestro. Payment is deducted when we process your order. Any refunds will be made to the credit or debit card used for purchase.

For account customers, payment will become due 30 days' net of invoice. We reserve the right to charge interest at 5.0% above the bank of England base rate for any payments made outside this time scale. In the event of non-payment, we also reserve the right to claim any costs incurred in recovery of the debt.

All prices and charges are in UK pounds.



## PRESTIGE WHEELS

**IMPORTANT:** We try very hard to ensure that all information on our websites is accurate. However, just occasionally, an error can occur. If we discover an error in the price or description of a service or product you have ordered, we may cancel your order at any time up to 6.00pm on the day before the appointment (or the Friday before for a Monday appointment). We will contact you where we become aware of an error and ask you whether you wish to continue with your order at the correct price or cancel it. If we do cancel your order you will receive a full refund of any charges paid in advance.

### **Booking Service Slots**

The date of the appointment slot for your Prestige Wheels visit will be confirmed in the e-mail / Text we send you after you have placed your order.

You will also receive a text message on the day prior to your appointment to confirm an am or pm appointment for the following day. Our morning appointment slots may be at any time between 7.30am until 1.00pm, and our afternoon appointments run from 12.00 noon to 6.30pm. We are unable to give precise appointment times as various factors may affect our schedule e.g. traffic, weather, delays and job times can all impact on a working day.

It may even be necessary to re-schedule an appointment due to factors beyond our control. If it is necessary to do this, we will telephone you to try to re-schedule another appointment as soon as reasonably possible at a mutually convenient time. In the unlikely event, we do have to reschedule an appointment no compensation will be payable. However, in the event you wish to cancel your order a full refund will be made.

### **Cancelling or Changing an Appointment**

Once an order is placed it becomes a legally binding contract and therefore chargeable unless cancellation is made at least 2 days prior to the agreed installation day e.g. installation day is Wednesday, the last day for cancellation is close of business (5.00pm) on Monday of that week. You may cancel at any time up to this point and any payment made in advance will be refundable. Changing an appointment later than this time will involve additional cost.

For retail customers, up to 50% of the fee paid will not be refundable.

For account customers, the agreed callout charge will be levied.

Cancellations or appointment changes can be made by calling the number specified in the confirmation e-mail / Text.

### **Missed Appointments**

If when the technician arrives on site there is no adult present then the work cannot proceed. In these circumstances the technician will leave a note to advise of his visit as a callout charge will be made.

For retail customers, up to 50% of the fee paid will not be refundable.

For account customers, the agreed callout charge will be levied.

If you wish to continue with your order you will need to re-arrange a further appointment by calling the number specified in the confirmation e-mail / Text. In the event that you do not contact us within 72 hours we will assume you no longer require the installation. Any customers who wish to re-book will be charged at the standard installation rate.

### **Warranty - installation service only**

The period of warranty is 12-months from date of refurbishment. This means that should the installed workmanship fail within the 12-month warranty period, we will carry out the correct work free of charge. However, if the problem has arisen from outside influences or repeat damage you be advised of this, and a service charge will be payable for this visit.

### **Warranty exclusions**

Any failure of the equipment which is found to have been caused by misuse / abuse of the wheel or is due to an act of God, is not covered by the warranty. In this event, a service fee will be charged for the technicians visit.

### **Information We Require and Use of Information**

We will ask you for certain details which we require to provide our service. This includes an installation address, contact telephone numbers that can accept incoming calls and an e-mail address.

For home installations, we will need to establish precise location details and your assurance that any necessary permissions have been given for the work to take place. We will require powder and off road parking. Flat hard standing driveway is required to jack vehicles up and sufficient room to work around the vehicle

We may record your conversations with our technicians for training or record purposes.



We strictly adhere to data protection policy in respect of your details.

Prestige Wheels will not be responsible or liable for any loss or damage to goods or articles left in vehicles, or damage or mechanical fault of any vehicle (other than obvious damage which was not recorded when the vehicle was checked in. Prestige Wheels will not accept liability for the cost of repairing or replacing parts of your vehicle and in particular Prestige Wheels will not accept liability for any technical or structural damage to the wheels where such damage occurs due to pre-existing faults and/or wear and tear unless Prestige Wheels has been negligent.

Prestige Wheels recommend that new valves are fitted to all wheels that require a strip and refit of tyres. Rubber valves are supplied free of charge. Chrome valves are available at an additional charge. We accept no responsibility for leaks etc. where the original valves have been re-fitted at your request.

Prestige Wheels cannot accept responsibility for damage to the valves or sensors within a Tyre Pressure Monitoring System (TPMS) where the valve cap has become damaged, corroded or fused to the valve. It is the customer's responsibility to inform Prestige Wheels if a TPMS is in place. If we are unable to remove the system without damage and the TPMS components may be damaged and require replacement or repair the customer will be advised and incur additional charges. No work will be conducted without prior consent of the customer and agreement to pay for additional work.

Prestige Wheels Ltd reserves the right not to re-fit damaged or illegal tyres and will inform you accordingly and offer possible replacement price.

You will be required at point of booking a split rim wheel to sign a disclaimer due to the complexity and possible issues arising from this type of wheel. Split rims are undertaken entirely at your discretion / responsibility as to the suitability of the refurbishment process (all dismantling and reassembly of split rims is with responsibility). Please note that recommendations regarding suitability for refurbishment, dismantling and reassembly of split rims vary between manufacturers. It is your sole responsibility to check suitability with the manufacturer. All split rim wheels must be supplied with a set of OEM replacement bolts as these are needed due to breakage on original bolts when removed.

Locking wheel nut key must be supplied when vehicle is booked in. Prestige Wheels takes no liability for locking wheel nuts that are jammed / over tightened and can't be removed with normal force. Customers liable for the cost of bringing in experts to remove such wheel nuts. Prestige cannot be held responsible for damage to locking wheel nut or wheel nut keys on over tightened bolts. Any replacements must be supplied by you the customer.

Where Prestige Wheels Ltd fits wheels to the customer's vehicle, staff will ensure that the wheel bolts will be properly torque using the appropriate tools. Customers are, however, responsible for re-checking wheel bolts after the initial bedding in period of 25 miles and at regular points thereafter as part of a standard maintenance routine.

Please be aware that certain high gloss finishes can show blemishes more readily (depending on the condition of the wheels). We cannot guarantee a 'perfect' finish, but we do guarantee to improve the look of your wheels.

Any complaints should be notified to Prestige Wheels within 24 hours after you have collected your vehicle.

Prestige Wheels offer a 12 month guarantee on all workmanship for powder coat wheel and mobile refurbs and that they have been subjected to normal road conditions only, i.e. no off road driving or damage caused by an accident. Prestige Wheels shall judge whether to repair/refund in such circumstances and their decision shall be final.

Diamond Cut, Split Rims and welded wheels come with 6 months warranty due to the nature of the refurbishment. This does not affect your statutory rights.

All welding as above comes with 6 months warranty of the actual weld. This is due to the nature of the work as this is strictly a cosmetic repair and NOT structural. Prestige Wheels will determine if the wheel has re-cracked due to outside influences and is not down to workmanship. If it isn't down to workmanship, you will be liable for repair cost.



## PRESTIGE WHEELS

Prestige Wheels will not be liable for any failure to perform any of its obligations to you where the failure is due to circumstances beyond Prestige Wheels reasonable control, including, without limitation, Act of God, war, civil disturbance, flood, lightning or fire, industrial action or lockouts, the act or omission of Government or any agent thereof, the act or omission of any person for whom the Wheel Specialist™ is not responsible.

Vehicles / wheels will not be released until payment is made in full. Vehicles / wheels not collected within agreed timescales maybe be subject to a storage fee. Prestige Wheels Ltd will make every effort to contact customers with respect to collecting their wheels; however, wheels not collected within 6 months of completion will be sold to recover costs.

Strictly no approach to be made offering Prestige Wheels staff employment or monies to carry out work. Any approach to our staff could lead to legal proceedings being taken.

Prestige Wheels reserves the right to revise and amend these terms from time to time. You will be subject to the terms in force at the time of the booking.