

## Information if you are buying online and goods or vouchers are sent to your house

### ***Acceptance of Orders for Goods.***

When you place an order on this website to purchase goods from Kwik Fit to be delivered to you, we will send you an e-mail confirming receipt of your order and containing the details of your order. Your order to purchase goods represents an offer to Kwik Fit to purchase goods which, notwithstanding the taking of payment from you by Kwik Fit, is only accepted by Kwik Fit to form a contract between you and Kwik Fit when Kwik Fit send to you a further e-mail confirming Kwik Fit have accepted your order, this e-mail is in addition to your e-mail confirming receipt of your order and it will be your "Order Confirmation". In the event that Kwik Fit take payment from you before the contract is formed and thereafter Kwik Fit do not accept your offer and/ or do not issue an Order Confirmation to you, Kwik Fit shall make a full refund of your payment to you. Any goods on the same order which Kwik Fit have not confirmed in an Order Confirmation do not form part of that contract.

We retain the right to refuse to accept your order solely at our discretion. If we are concerned that you are attempting to place an order dishonestly, fraudulently, by impersonating someone else or are attempting to use payment details which have been stolen we will make additional checks as to your standing and if appropriate involve external authorities.

Some products or special offers will be subject to availability and could change before we accept your order. They will not change after we accept your order. If we do not have the product you have ordered then we may offer you an alternative.

These terms are the only terms upon which Kwik Fit is prepared to deal with a purchaser of goods through this website and they shall govern the contract arising from any order made through this website that is accepted by Kwik Fit to the entire exclusion of all other terms or conditions.

### ***Pricing***

- All pricing on this site is in pounds sterling. Our pricing is inclusive of UK Value Added Tax.
- Our website contains a large number of goods and services and it is always possible that, despite our best efforts, some of the goods and/ or services listed on this website are incorrectly priced. We verify the prices included in your order to us as part of our processing procedures so that, where goods and/ or services are incorrectly priced we may, at our discretion, either contact you for your instructions in relation to your order or reject your order and notify you of such rejection.
- All quotations are valid for 7 days from the date of issue.
- The price of the goods and/ or services shall be the price specified by Kwik Fit in the Order Confirmation it issues to you.
- Kwik Fit reserves the right, before the Order Confirmation is dispatched, to change the price of the goods.

You may have a discount voucher or code for some products. If this is the case please note that:

- Only one Discount may be used per customer per transaction.
- Discounts are only valid until the date published.
- We reserve the right to end any Discounts at any time including prior to the advertised end date without notice.

### ***Gift Vouchers***

#### ***Gift Vouchers with a monetary value***

- Kwik Fit Gift Vouchers may be supplemented by cash and can be used for purchases at any Kwik Fit centre in Britain.
- The Voucher value is inclusive of any VAT on the purchase
- The Vouchers are not redeemable in part or whole for cash and must be used in one transaction
- The Vouchers are not for resale.

## ***Gift Vouchers for MOT and Servicing***

- The Vouchers may be supplemented by cash and can be used for purchases at any Kwik Fit MOT and Servicing centre in the UK.
- The Vouchers are not redeemable in part or whole for cash and must be used in one transaction.
- The Vouchers are not for resale.
- MOT and Servicing is covered by our normal terms and conditions. Please see <http://www.kwik-fit.com/terms> for more details.
- For a full breakdown for what is included in a Service or MOT please see <http://www.kwik-fit.com/mot-testing-and-servicing.asp> or ask in centre for details.
- Appointments are subject to availability at the relevant Kwik Fit centre.
- We are able to service the vast majority of vehicles but some vehicle exclusions may apply – please contact your local Kwik Fit MOT and Servicing centre.

## ***Delivery***

### ***Areas covered***

Delivery must be to an address in the United Kingdom (excluding the Channel Islands). All deliveries will be made by either by post or by our chosen carrier. All items must be signed for (except where they can be sent by post and which are small enough to be put through your letterbox). Please make sure you keep the order acknowledgement, confirmation and the receipt that will be sent to you with your order.

### ***Charges***

We will make a standard delivery charge for items that need to be dispatched by carrier. The delivery charge will be clearly shown on the website and will be visible before you submit your order.

### ***Delivery timing and lead times***

For items dispatched by carrier we will operate a 'Next working day' service where the delivery address is in England, Wales and most parts of Scotland (excluding Highlands and Islands). This means that where an order is placed before 2pm then delivery will be on the next working day. Working days exclude Saturday, Sunday and Bank Holidays. Where an order is placed after 2pm it will be processed and dispatched on the following working day then delivered on the day after that. (e.g. an item ordered at 6pm on Thursday will be delivered on Monday).

For deliveries to the Isle of Wight there is a lead time of 1-2 working days after the date of order (assuming order is before 2pm).

For deliveries to Northern Ireland and the Scottish Highlands and Islands there is a lead time of 2-3 days after the date of order (assuming order is before 2pm).

Standard Postal Deliveries should normally arrive within 5 Working Days of placing the order. However, please allow a little extra during busy periods such as Christmas. We will select the correct postal dispatch method and may make an additional charge for secure postage. The charge will be clear on the website before you confirm your order.

Standard courier deliveries are usually made between 8am and 6pm. All deliveries must be signed for. If you are out when the courier arrives, the courier will leave a card with a contact number for you to call.

IMPORTANT: We do everything we can to meet the delivery times specified in this section. However, occasionally delivery times may be affected by factors beyond our control and therefore they cannot be guaranteed. We will inform you if we become aware of an unexpected delay to your delivery.

## ***Product Returns***

### ***Missing, Damaged or Incorrect Orders***

We will do everything we can to ensure that you receive your order in perfect condition. However, if your delivery is damaged or you do not receive your complete order please call **0871 265 9566\*** or e-mail **[web.sales@kwik-fit.com](mailto:web.sales@kwik-fit.com)**.

## ***Cancellation of online purchases and product returns.***

- ◆ You have the right to cancel any online purchase without charge by giving written notice of such cancellation to Kwik Fit within seven working days from the date after the day of such online purchase
- ◆ You have the right to cancel any online purchase of goods without charge by giving written notice of such cancellation to Kwik Fit within seven working days (being days other than Saturdays, Sundays or public holidays) from the date after the day on which you receive the goods you have purchased.

If you wish to change your mind you must keep your purchase in 'as new' condition. It must not be used or have been installed anywhere. On receipt if you have opened the box to examine the product you must have done so with only minimal damage to the packaging. The product should be returned in the original box and packaging and with any accessories you received with it.

If you follow the steps above we will refund to you the full purchase price plus any delivery charge paid.

However, a collection charge equal to the delivery charge you originally paid for the goods will be payable by you to cover the costs of having the goods collected from you. If you are returning two or more products only one collection charge will be payable. Please ensure someone is present when the collection is scheduled to be made and that you obtain a receipt for the returned goods from the driver.

**At all times the goods are in your possession, you must take good care of them and not use them if you think there is a chance you will want to return them.**

## ***Faulty Goods***

In the unlikely event that a product arrives damaged or faulty, please follow the specific instructions in the delivery documents. We have summarised our policies below and will try to respond to your individual circumstances as best we can.

In all cases of faulty goods we reserve the right to inspect the product and verify the fault.

If there is a fault within 28 days of delivery you have the option of an exchange or a refund. If there is a fault after 28 days but within 12 months of delivery we will normally arrange for repair or offer an exchange.

Certain technology products have direct manufacturer contact details for repairs after 28 days, please check your instruction manual for further information.

To qualify for a refund or exchange the product must be:

- in otherwise "as new" condition; and
- complete with any accessories offered with it and, if possible, the original box and packaging.

This promise does not cover faults caused by accident, neglect, misuse or normal wear and tear.

If you are due a refund we will also refund the delivery charge. If your goods need to be exchanged there will be no delivery charge made. We will also pay for our costs of collecting goods for replacement or refund.

## ***Returning goods bought over the Christmas holiday period.***

We understand the challenge of finding the right Christmas gift and of managing to return it in case it's not quite right. For this reason we offer an extended refund period over Christmas where customers can return goods purchased between 14<sup>th</sup> November and 24<sup>th</sup> December anytime up to 14th January 2008 and we'll either provide an exchange or a refund.

*\* Calls to our 0871 numbers are charged at 7p a minute from a BT landline. Calls from other networks may vary. Our customer enquiry line is open Monday to Friday from 9am to 5pm with the exception of public holidays.*

## ***Updates***

Kwik Fit reserves the right to update, change and/or amend the terms and conditions contained in this site without prior notice.

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