

Information about Kwik Fit

Who we are

You're ordering from Kwik-Fit (GB) Limited.

How to contact us

Our Head Office is located at 216 East Main Street, Broxburn, West Lothian, EH52 5AS. You can contact us by:

- Email at customer.services@kwik-fit.com
- Telephone on 0844-875 1111
- To reach your local Kwik Fit Centre you can Free-phone 0800-222 111

Our Corporate Information

Kwik-Fit (GB) Limited is registered in England with Company Registration Number 01009184. Our Registered Office is located at 3 Hardman Square, Spinningfields, Manchester, M3 3EB.

Our VAT Registration

Our UK VAT Registration Number is GB 380 0948 50.

Quality

You should be delighted with the products you receive from us. If you have any query or complaint about the quality of the merchandise you have ordered and received please contact our Head Office Customer Service Team by letter, email, telephone or fax as noted above.

Complaints Procedure

Please speak to the Manager in the first instance. If he or she cannot resolve the matter to your satisfaction please contact Customer Services on the address above. Further to this, where required, Kwik Fit offer arbitration and conciliation service through the NTDA.

Proof of Purchase

Please ensure you retain your invoice, as proof of purchase is necessary before warranty work can be carried out. This does not affect your statutory rights.

Customer Survey

The Kwik Fit goal of continuous customer satisfaction improvement includes our Customer Survey team telephoning a number of customers each day to ask about the standard of service they have received and to draw attention to any new services offered by Kwik Fit companies. If you do not wish to receive such calls, just call – at no charge – the Kwik Fit Customer Helpline on 0800 75 76 77, or write giving your full name and address and the Kwik Fit invoice reference number to Kwik Fit Customer Services, 216 East Main Street, Broxburn, West Lothian, EH52 5AS.

Privacy

Kwik-Fit (GB) Limited is conscious that you are trusting us with private information which we need to process your order. You have our assurance that your information will not be shared outside the Kwik Fit group with any other organisations except Barclays Merchant Services, our chosen payment card service provider. Kwik-Fit (GB) Limited is fully registered within the terms of the Data Protection Act in the United Kingdom. Our registration number is Z5057370.

Telephone Location Services

Telephone location services are designed to locate the phone of another person. For the service to work, the phone has to be switched on and be within network coverage. In dialing the Kwik Fit Centre locator number from a mobile phone, you are consenting to disclosing your geographic location to our external service provider and mobile network operators. Calls to this number are free from a UK landline. Calls to this number from mobile networks may vary. Service accuracy can vary depending upon where you are calling from i.e. city vs. country location. Our service provider has the right to suspend or terminate the service.

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.

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.

Acceptance of Orders for Services and Products Fitted by Kwik Fit

When you place an order on this website to purchase services from Kwik Fit and or products to be fitted by Kwik-Fit, we will send you an e-mail confirming receipt of your order and containing the details of your order, this e-mail will be your "Order Confirmation". Your order represents an offer to Kwik Fit to purchase services and/ or products fitted by Kwik Fit 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 the Order Confirmation to you. 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 services or products to be fitted on the same order which Kwik Fit have not confirmed in an Order Confirmation do not form part of that contract.

These terms are the only terms upon which Kwik Fit is prepared to deal with a purchaser of its services 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.

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.

Your Data Protection Rights

Individuals may obtain details of their own data which is held and/ or processed by Kwik Fit. For details of how to obtain such details, for which a charge will be made, please click here for our contact details.

How to Request Opt out

Many customers appreciate receiving information and offers about products and services that may be of interest and value to them, however, at Kwik Fit, we recognise that it's your choice. If you prefer that we do not contact you with further Kwik Fit information or disclose any non-public personal information about you to any non-affiliated third parties, you may opt out of those disclosures, that is, you may direct us not to make those disclosures (other than disclosures permitted by law). If you do not want us to share any information that you have provided to us or that we have gathered, please let us know by e-mailing us or by writing to us at Kwik Fit Customer Services, 216 East Main Street, Broxburn, West Lothian, Scotland EH52 5AS. Please include your name, address, and other identification information and any other applicable information. Your request will apply to any of the information we have obtained in any transaction, such as your request forms. If you have any other questions or concerns regarding your privacy at Kwik Fit, you may email our customer service department at customer.services@Kwik-Fit.com. It may take between 48 - 72 hours from the time we receive your request to opt-out and to remove you from our database. Please be aware that you may still receive offers during the period that your request is being processed.

Questions and Suggestions

If you have questions or suggestions, please complete a feedback form or you can contact us at:

Kwik Fit (GB) Limited, Customer Services, 216 East Main Street, Broxburn, West Lothian, Scotland, EH52 5AS
or customer.services@kwik-fit.com

Documents

The products and services Kwik Fit provides are varied and are offered in three forms –

- by visiting one of our Centres
- by mobile service vehicle visiting at your chosen location, and
- by purchasing goods online for delivery to your home or place of work

To ease the presentation and readability of our online terms and conditions we have prepared them are five distinct documents -

- a. Information about Kwik Fit (this document)
- b. Information about www.kwik-fit.com
- c. Information about our products, services and guarantees
- d. Information if you are buying or booking online and bringing your car to a Centre or a Mobile Unit is coming to you
- e. Information if you are buying online and goods or vouchers are sent to your house

These documents are available for download from our website at www.kwik-fit.com/onlinebookingterms

Updates

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

Release A.3.0.
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