

## Information if you are buying or booking online and bringing your car to a centre or a mobile unit is coming to you

### ***Acceptance of Bookings for MOT, Servicing, Fitting of Tyres and/ or Alloy Wheels***

When you make a booking through this website for an MOT or Service at Kwik Fit and/ or you place an order on this website to purchase tyres and/ or alloy wheels to be fitted by Kwik Fit and you pay in advance, we will send you an e-mail confirming receipt of your booking and/ or order which will contain the details of your booking and/ or order, this e-mail will be your "Order Confirmation". Such a booking and/ or order by you represents an offer to Kwik Fit to purchase services from 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 booking and/ or 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 booking and/ or 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 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.

### ***Pricing***

- All pricing on this site is in pounds sterling. Our pricing is inclusive of UK Value Added Tax. Offers are for retail customers only.
- 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, unless they include a specific promotional offer which has an earlier expiry date. The expiry date of promotional offers will be clearly marked.
- The price of the goods and/ or services shall be the price specified by Kwik Fit in the Order Confirmation it issues to you.
- Unless otherwise stated the cost of fitting any parts purchased is included in your quotation.
- Kwik Fit reserves the right, before the relevant contract is formed in accordance with these terms and conditions, to change the price of the goods.
- Once work has started you will be informed immediately of any additional work identified. A new printed quotation will be produced on request and work will only be carried out with your agreement.

### ***Locale***

Transactions are only to be made through this website by residents of and/or individuals located in the United Kingdom. All services ordered or booked on this website are either carried out at one of our Centres in the UK or in the case of the mobile fitting of tyres or alloy wheels by one of our UK service vehicles at the location agreed by Kwik Fit in its Order Confirmation. Geographic restrictions for mobile fitting apply and mobile fittings may not be available in some locations.

## ***Approved Partner Sites***

Kwik Fit may offer its customers using this website the choice of booking a visit into a non-Kwik Fit branded partner centre. We do this to add to the geographical coverage of our offering. In the event that we do offer the choice of booking a visit to a non-Kwik Fit branded partner centre: (i) the centre will be clearly shown online as being an approved partner of Kwik Fit; (ii) we shall ensure that the standard of service offered to customers in such partner centre is of the same high standard as in Kwik Fit branded outlets; (iii) the contract concluded through this website as a result of you choosing to book a visit into a non-Kwik Fit branded partner centre will always be between you and Kwik Fit and any contact, or in the unlikely event of a complaint, should be directed to Kwik Fit as shown on this website; and (iv) these terms and conditions will fully apply to all such contracts.

## ***Service Provision***

- If you have booked an MoT test or Service please visit the Kwik Fit Centre you have selected on your chosen day for the work to be carried out. If you have selected a specific time, please be punctual or our ability to offer the service that day may be impacted. If you have booked either a morning or afternoon MOT please observe the following:
  - For morning MoT tests your vehicle should be with us by 9am.
  - For afternoon MoT tests your vehicle should be with us by 1pm.
  - For Servicing, your vehicle should be with us by 9am.
- If you have ordered tyres please visit the Kwik Fit Centre you have selected at the chosen date and time for the work to be carried out.
- If you have ordered tyres and/or alloy wheels for fitting by a Kwik Fit Mobile Van, one of our mobile service centre controllers will contact you within 2 working days of the date of order to arrange a mutually convenient time slot for our Kwik Fit Mobile Van to visit for such delivery and fitting. Fitting appointments offered for mobile units are either a morning (am) or afternoon (pm) slot. The fitting of tyres or wheels to your vehicle will be subject to a visual inspection of your vehicle, wheels and tyres prior to the work starting. This ensures you have selected the correct tyre and wheel specifications for your vehicle.

We will do our best to ensure that our mobile unit arrives with you at the agreed time and to complete the work agreed with you within the estimated time given to you. We will inform you as soon as reasonably practicable of any delays or complications with the agreed fitting by one of our mobile units.

Kwik Fit will not be liable for any economic losses arising in any manner whatsoever out of or in any way connected with any delays to or complications encountered fulfilling any Order Confirmations issued by it, provided that nothing in these terms limits or excludes Kwik Fit's liability for death or personal injury caused by its proven negligence.

## ***Selection of the Correct Tyres for your Vehicle***

- The fitting of tyres to your vehicle will be subject to a visual inspection of your vehicle and tyres prior to the work starting. This ensures you have selected the correct tyre specification for your vehicle.
- Kwik Fit accepts no responsibility for and, to the fullest extent permitted by law, excludes all and any liability for, any losses suffered as a result of any applications on this website that are used by you to select the tyre sizes for your vehicle (using either the vehicle registration plate or the vehicle type) failing to provide the correct information for your vehicle. We undertake all reasonable steps to ensure the accuracy of the information on this website but due to the range and complexity of tyre sizes fitted to vehicles during manufacture and in the aftermarket, we cannot guarantee the accuracy of this information and the results of the said applications on this website.
- Kwik Fit also accepts no responsibility for and, to the fullest extent permitted by law, excludes all and any liability for any losses suffered as a result of any of our customers selecting and/ or ordering from us the incorrect tyre specification (e.g. Runflat / Reinforced / Winter tyre) provided that nothing in these terms limits or excludes Kwik Fit's liability for death or personal injury caused by its proven negligence.
- Customers ordering tyres online for fitment, either by one of our mobile units or at a Kwik Fit Centre, should verify the tyre size and specification currently fitted to their vehicle before placing their online order for tyres with us.
- In the event that the incorrect tyres are ordered on this website by a customer, Kwik Fit will use its normal business processes to source the correct tyres and reschedule the fitting appointment

## ***Cancellation/movement of online bookings and purchases***

- ◆ Appointments can be rescheduled to an alternative date (subject to availability of such alternative date) provided one clear working day is allowed between rescheduling and the original appointment (e.g. appointments for Thursday can be rescheduled up to midnight on Tuesday).
- ◆ You have the right to cancel any online purchase of services or online booking of services without charge by giving written notice of such cancellation to Kwik Fit within seven working days (being all days other than Saturdays, Sundays or public holidays) from the date after the day of such online purchase or online booking except in relation

to services when Kwik Fit have, with your consent, commenced the performance of the services included in such online purchase or online booking before the end of such seven working days and such right to cancel any such services shall, in any event, expire after the performance of such services has commenced with your consent. In addition to your foregoing right to cancel any online purchase of services and online bookings, Kwik Fit will allow you to cancel, without charge, any online purchases of services or online bookings of services made with Kwik Fit at any time before the date on which it is confirmed in your Order Confirmation that Kwik Fit will perform the services included in such Order Confirmation.

Where you have paid in advance for any services from Kwik Fit and you do not attend the scheduled appointment for such services or make alternative arrangements with Kwik Fit for such services or exercise your rights to cancel such services, Kwik Fit shall be entitled to retain fifty percent (50%) of the relevant advance payment and Kwik Fit shall refund to you the remaining fifty percent (50%) of such advance payment.

## ***Cancellation of work instructions for drive-in customers or for additional work***

- You have the right to cancel at any time before the instructed work has commenced.
- There will be no charge provided no costs have been incurred. Where costs have been incurred you will only pay for the work completed or the cost incurred.
- Payment for costs incurred will be required prior to the removal of the vehicle.
- Deposits will be refunded only if no costs have been incurred.

Under normal conditions, no storage charges will be applied, however, storage charges will be payable to Kwik Fit in relation to any abandoned vehicles or vehicles not collected from Kwik Fit for a period of 30 days following completion of the work undertaken by Kwik Fit on such vehicle.

## ***Payment***

### **Online payment**

If you are paying for services today, your work will be carried out at the specified time set out in the relevant Order Confirmation in line with the Service Provisions set out above.

### **Face to face payment**

For drive-in customers or for additional work for online customers payment in full is required on completion of the work and prior to the removal of the vehicle.

## ***Removed Parts***

With the exception of Warranty and Service Exchange Parts, parts removed will be disposed of by Kwik Fit. All disposal and waste parts are disposed of in accordance with current environmental regulations and legislative requirements. A fee will be charged for this service.

## ***Removed Wheels***

Wheels removed from your vehicle to be replaced with Alloy wheels purchased from Kwik Fit will be left with you unless otherwise agreed with Kwik Fit.

## ***Exchanges***

Subject to your statutory rights (which shall not be affected by this provision), once fitted to your vehicle a tyre, wheel or any other part cannot be exchanged.

## ***Refunds***

Subject to your statutory rights (which shall not be affected by this provision), it is not possible to offer refunds after purchase for any parts that have been used on your car. If you believe that a tyre or wheel we have fitted is faulty, we may offer you the option of purchasing a replacement while the original part is sent to the manufacturer for analysis. If the manufacturer confirms that the product is faulty the cost of your replacement purchase will be refunded. We do however offer extensive guarantees on our work and parts (see separate section).

## ***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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