

Roy Perfect Ltd

Terms & Conditions

GENERAL

Roy Perfect LTD

Holmelands, Thieveside, Calthwaite, Penrith, Cumbria, CA11 9RN

Telephone: 01768885785

Email: stores@royperfect.com

VAT Number: 748 8775 60

Company Registration Number: 4224553

All orders are accepted subject to the following conditions which cannot be varied except specifically in writing by the Company.

TITLE

Title to goods sold by the Company shall pass to the Customer only when the full purchase price has been paid.

GOVERNING LAW

The Contract shall be construed according to the law of England and Wales and shall be subject to the jurisdiction of the English and Welsh Courts.

PRICES

Prices shown in the Company's current catalogue should only be used as a guide. All goods will be supplied at the price ruling on the day the customer's order is received by the Company. Any item which has to be purchased after the publication of the catalogue may be subject to a price change. A quotation should be sought before ordering any high value parts. The customer is responsible for paying any packaging costs and any customs' duties, inspection fees, exchange rate costs and other charges required under the provisions of any relevant law.

DELIVERY

All efforts will be made to dispatch goods on the same day as an order is placed. However, no assurances can be given on goods ordered after 3.00pm. Items will be dispatched according to size, weight, value and delivery location either with Royal Mail or courier. Carriage is charged additional to our catalogue prices. Consignment numbers for courier deliveries are available if you wish to track

the parcel. The customer will be notified of any shortfall in making up an order as soon as possible but if the customer is unavailable, the Company will dispatch a part-order and order up any parts required to fulfil that order. Additional postage will be charged on receipt of the back-orders unless by mutual agreement between the customer and the Company. Roy Perfect LTD will make reasonable endeavours to deliver goods on the date specified but does not accept any liability for damage or loss caused to the customer by failure to do so. Goods accepted unchecked or received in a damaged condition from the carrier should be recorded as such on the carrier's docket at the time of delivery and in the case of shortage or damage to the goods. Roy Perfect LTD should be notified by telephone or email within 24 hours of delivery. If not no liability for short delivery or damaged goods can be accepted.

PAYMENT

For agreed account holders, by Credit/Debit card accompanying an order. Roy Perfect LTD will accept payment by credit or debit cards from retail customers, but reserves the right to recover any charges incurred. For those with a credit account, terms are strictly 30 days from the date of invoice. Trade customers discount is subject to payment being made via BACS transfer.

CLAIMS

It is the responsibility of the Customer to check the quantity and condition of the goods on delivery and prior to signing for the goods. Claims relating to the condition or quantity will not be accepted once the goods have been signed for.

CANCELLATION

Cancellation of an order must be made in writing prior to dispatch of the goods. The customer will reimburse Roy Perfect LTD for any cost it incurs as a result of a cancellation.

WARRANTY

Warranty claims may be submitted within twelve months of the supplying invoice date. All the following information must be supplied with the warranty claim: a) copy of supplying invoice, b) date the part was fitted, c) mileage/hours at time of fitment, d) mileage/hours at time of failure, reason/cause of failure. Replacement parts are supplied 'subject to warranty' and until warranty has been authorized, the customer remains liable for the payment of such part. Successful warranty claims will be settled by way of credit note. The customer will be notified in writing if any warranty claim has been rejected, outlining the reason why.

RETURNS

GENERAL

The Company will only accept goods for return when in a merchantable condition and accompanied by its original packaging and with the prior permission of the company.

The goods must be returned within 28 days of the supplying invoice date along with a copy of the supplying invoice or delivery note. Failure to provide all this information will result in a 20% handling charge being imposed or total rejection of the goods. Goods not normally stored by Roy Perfect LTD will be accepted for return subject to Roy Perfect LTD supplier's returns policy.

A) TRADE CUSTOMERS

Any goods which have been incorrectly ordered, or found not to be required, can be returned subject to authorisation, but will incur a 20% handling charge.

All goods are returned at the customer's expense but where parts have been wrongly supplied by the Company, the postage will be reimbursed as part of the credit given and no handling charge will be imposed.

B) FRANCHISED DEALERS

It is assumed that all franchised dealers will order parts by part number and no errors in supply will be made. There is therefore no facility to reimburse postage on any items returned unless the goods qualify as warranty or have been supplied wrong part to part number.