

Avrmobiles.co.uk Limited Terms & Conditions

General Terms and Conditions

(Our terms and conditions are in line with UK law, and comply fully with the distance selling act)

Returns Procedure

You have 14 days from date of purchase for a refund on your product. This refund will only be legible if the item is sent back to us in the condition that we sold it to you. Any item which looks like it has been tampered with will not be accepted. To receive your refund you must first call us on 01923 200930 and obtain an authorisation code. Your authorisation code must be clearly marked on the outside of the items packaging - without this your refund/replacement will be declined.

avrmobiles.co.uk Limited do not refund any postage costs for returning items to us. We recommend you contact us for the best method of returning the goods at the most cost effective way.

Price match

www.avrmobiles.co.uk Limited are committed to offering the best service and prices in the industry. On the rare occasion that you find a quote lower than us we would suggest you make sure this quote is not hiding anything that may be charged later. We are happy to check any lower quotes, and if they are like for like we will beat or match this price for you.

Privacy Policy

avrmobiles.co.uk is committed to protecting the privacy of our users while providing the highest possible quality of service. We will only use the information that we collect about you lawfully (in accordance with the Data Protection Act 1998) and will not forward your details onto a third party.

If you have any requests concerning your personal information or any queries with regard to these practices please contact privacy@avrmobiles.co.uk

Website Accuracy

avrmobiles.co.uk makes every effort to ensure that the information published on this website is accurate. All product information is provided by the manufacturer, therefore we cannot accept any liability for the accuracy or content. www.avrmobiles.co.uk Limited are not liable to provide goods should a pricing error be made.

Complaints and Disputes

If you have a complaint regarding any aspect of our products or service you may contact Customer Services on 01923 200930 (standard call charges apply) between 09.00 and 17.30, Mon-Fri, at all other times a 24 hour message service is provided. Or you can email customerservices@avrmobiles.co.uk We endeavour to respond to all complaints within five working days.

Industrial Action

Although very rare these days, there are times when we are affected by either local or national strikes. As these events are out of our control, we cannot accept any liability for any delays, losses or problems caused by Industrial Action.

All Trademarks and Copyrights are recognised

If you are the copyright owner and we have failed to credit you or you are unhappy with our use of your copyright then please contact us and we will make amends immediately.

These Terms and Conditions do not affect your statutory rights as a consumer.

Installation Related Terms & Conditions

Booking an Installation

You can place your order online via our catalogue, we will then contact you to agree and arrange an installation date and time, once agreed a booking confirmation will be emailed and the kit will be sent to you. Delivery time for parts varies depending on which product you have ordered.

You can also place a booking for an installation over the phone. Once your installation date and time has been agreed, payment is taken, goods are then sent direct to you, delivery time is subject to which product you ordered.

It is important you fully read the confirmation email and inform us as soon as possible of any errors to avoid any problems or cancellations.

Booking slot (Date of installation)

Our arrival times are estimates and we have above 99% success rate.

However we have elements that can affect this that are out of our control such as: traffic, customer issues, travel times, unexpected issues on site, vehicle problems, weather conditions, staff injury or illness and other unrelated issues out of our control.

In extremely rare circumstances that may be out of our control we reserve the right to cancel an installation, or delivery. When circumstances out of our control dictate, we are not liable for any compensation, or loss of earnings this may create. Our installations are generally booked Monday to Friday. In some areas we can book Saturday installations, but please be aware that our office is not open on Saturday or Sunday's.

Booking Time

The reason our booking times range from 4 to 10 days is based on the calibre of installers and quality of service. Although customers will want a quick booking time, from experience those installers with an empty diary usually lack in quality of workmanship or customer service skills. We have spent 20 years in the industry and know which installers to use and not use.

Delivery of parts

Unless otherwise specified or agreed all parts are sent direct to site prior to our arrival.

If the goods have not arrived for whatever reason we need 48 hours' notice from you, from the date of installation.

All deliveries require a signature.

If you provide a mobile phone number the courier will text you with the delivery date and time of your parcel.

Location and parking

Suitable safe parking must be supplied for our installers

If in a congestion charge zone this must be paid for the installer

If a permit zone, a permit must be supplied

If parking is chargeable this must be paid for the installer

If there is no suitable parking and the job cannot go ahead, then a cancellation fee will apply

The decision on suitable parking is at the installers discretion and www.avrmobiles.co.uk Limited's discretion

Installation installers

Our customers vehicles are precious and need to be handled by experienced professionals. To ensure this we use the best self-employed auto electricians in the industry, along with a mixture of our own employed installers. Any issues you may have which you believe are warranty related need to be dealt with directly with www.avrmobiles.co.uk Limited unless authorised by ourselves. Any installation warranty issues are warranted by the installer through ourselves. Any damage, or claims for damage regarding the installer/installation, if valid will be covered by the installers liability insurance. No claims can be made, or paid without pre agreed permission from our installer, the installers insurer's, or www.avrmobiles.co.uk Limited. At no time are www.avrmobiles.co.uk Limited liable or responsible for the welfare of the vehicle, this is fully covered by the installer.

Pre and post checks

Our installer will check the vehicle before and after the installation, and may ask you to sign a completed job sheet. We advise the customer checks the vehicle with the installer before and after the installation, any faults or problems with the vehicle must be raised and discussed with the installer before he leaves site. The customer or an authorised nominee must attend the vehicle with the installer before the job, and once the job is complete. If the customer fails to inspect the vehicle once the job has been completed, then this invalidates any possible claims to the installer, or www.avrmobiles.co.uk Limited.

Cancellation

If you have booked an installer to come to you on site to install and you wish to cancel we need 48 hours' notice based Monday to Friday.

A cancellation charge of £89.99 including VAT applies if:

- You are not on site when we arrive
- There is no kit or hardware on site when we arrive
- The car is not on site when we arrive
- If the job cannot go ahead due to wrong information being supplied at time of order

Other Terms and Conditions

Warranty / Service Calls

Please refer to the individual product to see the length of warranty offered by the manufacturer.

www.avrmobiles.co.uk Limited installations warranty is two fold.

1. First part is covering any element that only an installer can resolve such as a wiring issue, or a component failure that only an installer can get access to.
2. Software problem, setting problem, user problems or technical issue that can either be resolved over the phone, or by sending replacement parts that are self-changing.

It is not free or part of your warranty to have an installer visit for any reason not related to wiring or components that only an installer can get access to and change.

When booking a service call it is advised you talk to us first to rule out all issues that can be resolved remotely. If an installer visit is booked it will be decided once on site if this is covered by warranty. If when on site the service call is not a wiring issue, or a component that only an installer can replace, and could have been solved over the phone, or remotely, then a service call charge of £79.99 including VAT is charged.

When booking a service call a pre-authorisation of a card is required, once deemed under warranty, this is destroyed and covered for free under your warranty. If it was not covered under warranty, then the charge would apply.

A warranty fault is when a component fails, it is not if an item breaks or falls apart, for this, it would be deemed a manufacturer query and we can help you resolve this either on your behalf, or in direct contact with the manufacturer.

Compatibility

We are responsible for the equipment to be installed correctly and working correctly. We are not liable for compatibility with any item that is not supplied by ourselves. For any advice please contact us.

We do not offer warranty or refunds for non-compatibility.

Payments

All goods remain the property of www.avrmobiles.co.uk Limited until paid in full.

If any payments are clawed back unfairly from the paying company/bank, then we charge £50 administration fee when defended successfully.

Whilst any money is clawed back we cease all warranty or support until resolved with the issuing bank.

Refunds

Labour costs are non-refundable, refunds are for parts only

Car specific parts may not be refundable.

Compensation

www.avrmobiles.co.uk Limited is committed to providing the best possible service, and we have been doing this since 1996. We use the best installers available. If our installer or delivery is delayed due to reasons out of our control we are in no way liable or obliged to provide compensation. Any suspected damage to the vehicle during an installation must be demonstrated, proven and agreed with the installer before he leaves site. If in the rare case damage has been made, then our installers are all fully insured for such instances, as our installers are self-employed any damage must be claimed and paid direct with the installer/installers insurers. www.avrmobiles.co.uk Limited are not liable for such cases.

Pricing

Any prices quoted may be subject to change if additional parts or labour are required.

By purchasing from www.avrmobiles.co.uk Limited you automatically agree to our terms and conditions, and these apply for all instances.

@avrmobiles.co.uk Limited