



Terms and Conditions:

All sales made by PB Auto Electrics Ltd are subject to these standard terms & conditions, except where agreed otherwise in writing.

These terms and conditions will apply to ALL transactions placed online with PB Auto Electrics Ltd. Please read carefully before placing ANY order.

By using our site you are agreeing to the terms and conditions unless agreed otherwise in writing. All statutory rights apply as per the statute of the United Kingdom and European Union where applicable. You should keep a copy of these terms.

Definitions:

" Our", "Us" and "We" refers to the seller (vendor) whose trading style appears on your order and invoice. "You" and "Your" refers to the original company, organisation or individual who purchases goods and/or services directly from us. "Reseller" refers to any person or company who purchases items for resale onto a third party. "Consumer" refers to any person who is acting for purposes which are outside his trade, business or profession. In all cases, for 'he' read 'he or she'

Your Rights:

You and We are protected by statutory (legal) rights, according to the laws of England and Wales or any European Legislation which applies in England. Where statutory legislation exists, or new legislation comes into force, your and our statutory rights are not affected by anything within these terms, and those rights take precedence over these terms. Where any part of these terms is over-ridden by legislation, all other terms still apply. Any order placed with us is subject to acceptance.

Products, prices and content:

All prices are shown in pound sterling (£) and are EXCLUDING UK VAT (at the current rate unless clearly stated.) and carriage. Carriage will be charged at applicable rates and added to the invoice total. Unless explicitly requested, method of carriage will be at our discretion. Any costs omitted or corrections on your invoice will be invoiced/credited later. Please notify us promptly if you are not billed the correct amount and we will correct the error. All advertised/advised/published pricing is subject to change at any time without notice due to market/currency fluctuations and other factors. If a price has risen, we will advise before proceeding with an order if you have specified a different price on your order.

Whilst every effort is made to ensure pictures and colours portray on the site match as closely as possible those of the actual product due to technical limitations, some colours may vary. Prices, product descriptions and specifications are checked to the best of our ability, and whilst every effort has been made to make them accurate, no responsibility will be accepted for errors and omissions.

Any information displayed on our web sites) or other printed matter by the company is not regarded to be authoritative or certified as the best practice and is only considered to be useful supplementary advice to other certified codes of practice. All information on our web site is updated regularly.

Delivery & Transit Damage:

In most cases, unless agreed otherwise, we despatch using our preferred carrier. Standard delivery is normally made the next working day after despatch but no absolute guarantee can be given of this or any other delivery times. Where a premium service is requested (e.g. AM delivery or Saturday) our liability extends only to a refund of the premium should the delivery not be attempted on time.

"Working day" is considered to be Monday to Friday, excluding holidays or any other day on which we are closed. Deliveries may be made any time between 9am and 5pm. Our standard delivery service cover most parts of mainland UK. It is essential that someone will be at the delivery address to receive and sign for the goods.

All deliveries need to be signed for (apart from small items or where you have left other instructions). If there is no-one available to sign, then a card will be left by the courier, a second attempt may be made on the next working day. If there is still no-one available the consignment will be held by our courier's depot for 3 days.

If you do not contact the courier to arrange collection or an alternative delivery day the consignment will be returned to us. If you wish us to resend the item(s) we will charge for the cost of re-shipping the item(s). If your order is carriage 'free' then we reserves the right to deduct the actual costs of shipping before a refund is made for a failed delivery that is returned to us.

Similarly, if after a delivery attempt has been made unsuccessfully and an alternative delivery address is required for the second attempt which lies outside the original delivery depot, an additional surcharge must be paid to cover courier transport costs from one depot to another.

Delivery charges are based on total order weight. All prices include VAT.

UK Mainland small items: £ UK Mainland up to 1kg: £ UK Mainland up to 5kg: £ UK Mainland up to 20kg: £ UK Mainland up to 50kg: £ UK Mainland up to 60kg: £

We will try to dispatch goods the same or next working day (on a next day service) and always within 3-5 working days if the items are in stock. If delivery will take longer than five days we will send an email to inform you. During peak times orders may take up to 7 working days to be processed but if this is the case the website will have a sign to let you know.

Goods damaged in transit:

As with the Distance Selling Regulations we offer a 7 day money back guarantee. You have the right to cancel your order within 7 working days from the day the goods are received.

It is your responsibility to ensure that the goods ordered and supplied are suitable for the intended application and as the customer to ensure that if you intend to fit this product that it is carried out by a suitably qualified installer. Product failure due to an unqualified installer fitment, may result in the product warranty being invalid.

Prior to fitment, the goods must be thoroughly checked for possible transit damage.

Goods damaged in transit or shortages must be notified to us within 48 hours of receipt by telephone or via our contact US page, no claims will be entertained after this time. All goods must be in their original packaging with tags/labels attached and in an unused condition.

In the event that goods need to be returned to us, whether for repair, replacement or refund, any carriage costs/charges may not be refundable and you should use a suitably packed/insured/traceable carriage method. Items should be returned within seven days of receipt. Where the original purchase had the delivery charge waived ('Free Delivery'), you may be charged the delivery cost originally waived. We may charge a restocking fee of between 10 - 25% for unused unopened items and additionally for any items missing or damaged, depending on condition.

We expect you to return the item at your own cost, but notwithstanding this should you exercise your right to cancel. Refunds will be made to the original payment card within 30 days of receipt. If you wish us to collect the item we reserve the right to deduct the cost of the appropriate delivery charge before making a refund.

It is vital that you provide the correct address, in as much detail as possible, including a complete postcode. If the address or postcode you give is incorrect, you may be charged for the re-routing costs.

You must notify us beforehand of your intention to return an item or items using our Returns Form, stating the reason for the return.

Your Right To Cancel:

Consumers ordering by email/web/phone/fax/post may cancel an order which is unwanted within seven days of receipt only in accordance with your statutory rights. Collection/delivery charges may be made and you must retain all goods complete and take reasonable care of them. See also section above. Only certain products are covered by this right. Your right of cancellation does not extend to products whose price is dictated by fluctuations in the financial market (e.g. those products we buy in other currencies), second-user products, customised products, perishable products, products used in the course of your trade, profession or business, soft-ware, audio/video recordings or any other products or services which are not included in relevant legislation. You cannot cancel any contract for services carried out by us once they have been started, for example delivery/packing/handling charges. In order to cancel an

order, you must ensure that we receive your notice within seven days. In order to avoid any misunderstanding or unnecessary cost, you are strongly advised to check with us before cancelling your order. When returning goods, you should use recorded delivery or some other suitably traceable/insured method.

PB Auto Electrics Ltd

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Warranties & Support:

All new goods sold by us are covered by a 'return to base' (RTB) warranty of 12 months, or that required by applicable law. Used products (including refurbished, second-hand and ex-demo products) will have a warranty of 90 days, except where otherwise specified. Examine the specific product's warranty for details of what type of faults or breakdowns are covered. For any warranty claim, you must have your original invoice. Any extended warranty offered by a manufacturer beyond the 12 months does not form part of your contract with us, though we may handle it on the manufacturer's behalf. Do not attempt to repair, modify or open any product unless specifically advised by us to do so as this may invalidate the warranty. You need your proof of purchase (invoice) for all other support issues. The warranty runs from the original invoice date onwards. If a fault does develop or is found, this must be notified to us promptly. We endeavor to provide technical support and online facilities to assist/enhance your usage of the products purchased from us, however such supply/provision is provided as a courtesy only and not included in your contract with us and may be withdrawn or re-fused at any time

Goods Suitability:

It is your responsibility to ensure that the correct goods and correct model are ordered for your purposes. In some circumstances, the capability we specify/advertise of the product may not match that of the manufacturer's or other vendor's published specifications elsewhere, often due to international variations. This may also apply to specifications listed within any packaging and user guide/manuals supplied which may not apply to your particular product, either due to product development, varying models, specification change or local variations. We cannot guarantee that the product will continue to work correctly during your ownership if your original environment changes, for example if your location or other hardware is altered (by you or a third party supplier) such that it is no longer compatible with the product.

Privacy:

When placing an order, we require various personal details from you. It is important that you supply all details requested in order that we can validate orders efficiently. You can be assured that we treat your personal details, including email address and telephone numbers in confidence. We do not disclose such details to any third party or otherwise use them, except in connection with expediting/processing your orders/products. We do not send out unsolicited emails ('spam') and your email address will not be added to any mailing lists (unless requested). We will not use details of your purchases in our marketing/publicity materials or any other promotion without your consent. These policies exclude any disclosure which we are required by law to make, crime prevention, legal action or any issues relating to product safety. If ultimately, we are unable to satisfy ourselves of the validity or other aspects of an order, we may not accept it.

Security:

We would like you to be confident about ordering online, we use secure socket layer (SSL) technology to ensure that your details are safe and information you provide is fully encrypted so that it cannot be read by third parties. Your browser will confirm that you are shopping in a secure environment by showing a locked padlock icon or an image of a key in the bar at the base of your screen. We use SagePay, Stripe and Payal as our chosen payment gateways.