

# **Kims Lazer Cut Keys Ltd (K.L.C.K)**

Unit 5, The Freehold Centre, Amberley Way, Hounslow Middlesex. TW4 6BX

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Email: [sales@klck-ltd.com](mailto:sales@klck-ltd.com) Website [www.klck-ltd.com](http://www.klck-ltd.com)

Vat reg no: GB 609053161 Company Reg No: 6373163

## **Terms & Conditions**

### **GOODS SUPPLIED – CREDIT ACCOUNT CUSTOMERS:**

Ownership of all goods shall pass when payment has been received by ourselves (and all cheques have been cleared) and not on delivery of goods.

### **GOODS SUPPLIED – GENERAL PUBLIC:**

Before any service or goods are supplied, we will need to go through security procedures. K.L.C.K Ltd will ask you to provide a copy of your registration documents as well as photo ID being driving licence. All names and addresses on both documents must match, and any goods ordered will be supplied to the vehicles registered address only.

### **PRICES:**

All our prices are based on manufacture prices and are subject to change at any time without prior notice. All orders will be invoiced at current prices and charged VAT. Discount where available can be changed at any time without prior notice.

### **PAYMENTS:**

#### **General Public / Trade customers:**

Credit / Debit card - Master card, Maestro, Visa, Visa Electron, Solo and JCB.

#### **Credit Account customers:**

Bank Transfer – BACS or CHAPS payments.

Credit / Debit card - Master card, Maestro, Visa, Visa Electron, Solo and JCB

Cheques – Made payable to K.L.C.K Ltd.

### **DELIVERY:**

**General Public / Trade customers:** All goods purchased are subject to postage charges and are based on weight. Your items are sent via Royal Mail special delivery, which is guaranteed next day before 1pm. A signature is required on delivery. In the event that you are unavailable, a card will be left for you to arrange re delivery/ collection with Royal Mail. For Proof of Delivery go to Royal Mails website under track and trace service.

**Account customers:** All goods are sent out via Royal Mail 1<sup>st</sup> class service / 1<sup>st</sup> class recorded service (signature required) free of charge. Any urgent orders we suggest using special delivery or courier as these are the only services guaranteed next day delivery. Next day service is chargeable and based on weight of goods. In the event that you are unavailable to sign for your items, a card will be left for you to arrange re delivery/collection with the company. For Proof of Delivery please contact us so we can provide the postage reference number.

### **WARRANTY:**

The company warrants that all goods supplied will be free from defect for twelve months from date of order. All goods are covered by the manufacturer's warranty. In the unlikely event of a claim please return faulty items to us to be inspected and if necessary returned to the suppliers. The company will only pay labour costs at the Manufacturers/ Dealers/ Garages warranty rate depending on the outcome of the inspection.

### **RETURNS / CANCELLATIONS:**

**General Public:** Any items made to your specification are not returnable.

Any items which are not made to your specification can be returned under the conditions of "Still brand new and has not been fitted, in the original packaging as it was sent". To cancel goods received, please contact us within 7 working days from delivery date. Please return items to K.L.C.K (address above) as soon as possible and by a postal service that requires a signature. Returning items that are not faulty will be at your own expense.

Refunds for cancelled goods will be refunded to the original card that paid, and will be done as soon as possible. If items are not returned to us within 30 working days (and the refund has already been given) we reserve the right to charge you for the items your holding.

**Trade / Account customers:** If you wish to return an order please contact us with the invoice number and we will advise if suitable. Majority of items made to your specifications are not returnable. If agreed please return items to K.L.C.K (address above) as soon as possible and by a postal service that requires a signature. K.L.C.K is not liable for any goods lost in the post. Returning items that are not faulty will be at your own expense. The company reserves the right to make a handling charge on goods agreed to be returned, this may vary depending on product.

### **CREDIT ACCOUNT:**

See credit account opening form.

### **COMPLAINTS**

If you are unhappy with a service we have provided, please contact our general manager on 0208 8143260 to discuss the situation, alternatively please write to our complaints department – K.L.C.K Complaints Team, 5 Chalmers road, Ashford, Middlesex, TW15 1DT.