

## **Terms & Conditions**

### **General**

The Company, namely Keith Gott, Greenwood Farm, Old Odiham Road, Alton, Hampshire GU34 4BW is a Partnership. Details may be given upon request.

These are the Company's Terms & Conditions which apply to all sales of parts, vehicles and any work carried out by us.

All part numbers and pictures are used for reference only and may not depict the actual product.

### **Title and Prices**

The title of any goods and services will pass to the buyer upon receipt of cleared full payment. Until cleared full payment is received the title and ownership of the goods and services will remain with the Company.

All prices are in GBP and subject to VAT at the current rate, unless the item is VAT exempt.

All prices quoted, estimates given or prices posted on our website are based upon costs prevailing at the time. The company shall be entitled to adjust the price of any goods and service if they are affected by conditions outside of the Company's control. In the event of an unforeseen price rise, the customer will be asked if they wish to continue with the purchase or work to be carried out or cancel.

### **Delivery of Goods**

Under normal circumstances stock items will be dispatched within 24 hours (excluding weekends or Bank Holidays). Advice will be given regarding items we have to order in and in most instances the customer will be contacted before we dispatch the order. The Company cannot be held responsible for late delivery by carriers.

### **Return of Goods**

Please contact our Parts Department on 01420 543210 to return incorrectly ordered and unwanted purchases. Depending on the part and if it was a special order or not, we may give a full refund less any carriage cost, apply a 15% handling charge or refuse the return.

### **Warranty**

All new aftermarket parts are covered by a 12 month supplier warranty unless stated otherwise. This is a parts warranty only and does not cover any other costs. The failed part will have to be inspected and depending on the part, this may mean sending it back to the supplier for testing. If the part is found to be at fault, a replacement will be supplied but the warranty period does not change from the original date of purchase.

Aftermarket parts supplied by us and fitted by our workshops are covered by the above. The failed part will be replaced and can be fitted by us at our expense providing the supplier of the part verifies the fault and agrees the exchange. We will not pay for this work to be carried out elsewhere but this can be done at the customers expense.

Genuine Land Rover parts are subject to Land Rover Terms & Conditions.

Common causes for parts warranty claims being rejected are; lack of servicing, incorrect oils, incorrect fitting, overheating, misuse and overloading.

No parts are covered by any warranty if the vehicle is used for competition, racing, rallying or operated outside of normal use.

### **Legal**

Our Terms & Conditions do not affect your statutory rights.