

Roy Perfect LTD
Website & Retail Customers
Terms & Conditions

By browsing and using this website you (the customer) are agreeing to comply and be bound by the terms and conditions of Roy Perfect LTD as set out below.

General

Roy Perfect LTD
Holmelands, Thiefside, Calthwaite, Penrith, Cumbria, CA11 9RN
Telephone: 01768885785
Email: roy@royperfect.com
VAT Number: 748 8775 60
Company Registration Number: 4224553

Disclaimer

Roy Perfect LTD reserves the right to alter our (Roy Perfect LTD) prices, descriptions and images at any time without prior notification.

Original manufacturers' names and part numbers are quoted for reference purposes only and are not intended to infer that our replacement parts are used as original equipment.

Prices

All prices are displayed in UK pounds and are inclusive of VAT for both UK and EU customers.

Customer Instructions - Placing an Order

- Select the items you intend to buy and add them to your (the customer) cart/basket.
- Select 'view' cart/basket.
- Proceed through the checkout and select 'Pay with PayPal' or 'Pay with a Debit or Credit Card'.
- Log in to your PayPal account, confirm the details and select 'Pay Now' or pay with another payment method such as a credit card or debit card.

After placing an order, the customer will receive an email from PayPal acknowledging the order has been sent to Roy Perfect LTD. This does not mean that the order has been accepted by Roy Perfect LTD. All orders are subject to acceptance by Roy Perfect LTD, and are only accepted once a second email has been sent by Roy Perfect LTD to the customer confirming dispatch of the order. The contract between Roy Perfect LTD and the customer will only be made when Roy Perfect LTD sends the customer this email to confirm acceptance and dispatch. The contract is made in English. Only those products listed in the email as being dispatched will be included in the contract.

Delivery

All efforts will be made to dispatch goods ordered online before 1pm on the same day as an order is placed. However, no assurances can be given on goods ordered after 1pm. Items ordered on a UK bank holiday, weekend or when Roy Perfect LTD is closed will not be dispatched until the next working day at the earliest. Several courier services are used to ship items including The Royal Mail, APC & TNT. All delivery times given are to be used as estimates only. Roy Perfect LTD cannot be held responsible for delays by the courier and postal service or for any other losses the customer may suffer if the delivery is not on time for any reason. Consignment numbers are available 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, Roy Perfect LTD 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 Roy Perfect LTD. Items ordered via the website include free postage within the UK. All items should be received within 7-10 working days from the date of dispatch, although customers should allow up to 30 days. Items ordered for shipping to (Zone 1) France, Germany, Belgium, Netherlands, Italy, Austria, Hungary, Poland, Romania, Spain, Greece, Norway, Iceland, Finland & Sweden are dispatched through Royal Mail International Tracked & Signed. Shipping costs are stated on the items page and in the PayPal checkout process. Please allow between 15-30 working days for delivery from the date of dispatch. For larger and heavier items please contact Roy Perfect LTD for a delivery price.

Payment

Roy Perfect LTD accepts payment via PayPal. Cash or cheques are not accepted as payment for goods purchased online. The customer confirms the payment details they submit are valid and correct. PayPal orders are charged at the time the customer submits their order. If Roy Perfect LTD rejects or cancels the customer's order for any reason this charge will be credited back to their PayPal account. Online payment shall be subject to PayPal's terms and conditions and privacy policy which can be viewed online.

All goods remain the property of Roy Perfect Ltd until paid for in full.

Cancellation

The customer's right to cancel an order for goods starts the moment they place an order with Roy Perfect LTD and ends 14 days from the day the customer receives the goods. The customer then has a further 14 days to send the goods back to Roy Perfect LTD.

Cancellation by Roy Perfect LTD

Roy Perfect LTD reserves the right to cancel the contract between Roy Perfect LTD and the customer if we have insufficient stock to deliver the goods ordered; we do not deliver to the customer's area; or one or more of the goods ordered was listed at an incorrect price due to a typographical error or an error in the pricing information received by Roy Perfect LTD from our suppliers.

If Roy Perfect LTD cancels the contract we will notify the customer by e-mail or telephone and will re-credit to their account any sum deducted by Roy Perfect LTD from their credit card as soon as possible but in any event within 30 days of the order. Roy Perfect LTD will not be obliged to offer any additional compensation for disappointment suffered.

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 a credit note. The customer will be notified in writing if any warranty claim has been rejected, outlining the reason why.

The warranty only covers breakdowns or faults due to defects in materials or workmanship. It does not cover wear & tear, incorrect installation, lack of routine maintenance, accidental damage or damage caused by negligence or misuse, or unauthorised modification. This warranty is made available to the customer who is the initial purchaser of the product provided that an appropriate proof of purchase can be shown. It is the responsibility of the purchaser to ensure all our products are fitted by a fully qualified engineer in line with the original manufacturer's instructions. All items must be checked for full compatibility, fit for purpose, and prior to installation.

Returns

This returns policy does not affect your statutory rights in respect of defective products.

Roy Perfect LTD will only accept goods for return when in a re-saleable condition and with its original packaging.

It is solely the customer's responsibility to return the goods to Roy Perfect LTD following cancellation and to bear all the cost of returning the goods to our address.

Goods received from Roy Perfect LTD should be checked upon receipt for damage or faults.

The goods must be returned within 28 days of receipt of the goods 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.

Roy Perfect Ltd will not be liable for loss, injury or any damage relating to parts or machinery supplied by ourselves, warranties extended as far as those given to us by our suppliers. All parts are only to be fitted by competent persons. The onus is upon the customer to have full insurance on the items supplied, either for the use of the purchaser or purchased in the intent to re-sell.

Faulty Goods

If the customer receives faulty goods and wishes to return them, The Consumer Contracts Regulations are in addition to their other legal rights.

Where faulty goods or substitute goods are returned, Roy Perfect LTD will cover the cost of the return postage charges.

Goods returned as faulty that have been correctly supplied are liable for a 15% handling charge.

All damage claims on parts must be notified to Roy Perfect LTD within seven working days of receipt. Any items missing from deliveries that are not backordered must be reported within seven working days. No claims may be made after this seven working day period.

Refunds

The customer should receive their refund within 14 days of Roy Perfect LTD getting the goods back, or the customer providing evidence of having returned the goods (for example, a proof of postage receipt from the post office), whichever is the sooner.

Items returned will be refunded to the customer's PayPal account unless otherwise agreed between the customer and Roy Perfect LTD.

Use of Website

Written permission must be given by Roy Perfect LTD before a link can be made to this website from another website or document.

Roy Perfect Ltd uses Google Adwords. Customers should be aware that when visiting the website through an Adwords link a tracking cookie will be temporarily installed on their computer. The Google Adwords privacy policy can be viewed online. Roy Perfect Ltd does not store any personal information relating to a website user.

No publication, copying or distribution of the material displayed on this website is permitted without the written consent of Roy Perfect Ltd.

Roy Perfect LTD endeavours to ensure the information displayed on this website is accurate and as up to date as possible. In the event of an inaccuracy of error being contained on the website Roy Perfect Ltd disclaims any responsibility or liability. Information on the website may be changed at any time without prior notification.

Roy Perfect Ltd assumes no responsibility and shall not be liable for any damage to, or viruses affecting the customers computer equipment, software, data or other property, on account of the customers access to this website or the downloading of any materials, data, text or images from it.

Roy Perfect LTD is committed to comply with The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 and The Sales of Goods Act 1979.

Roy Perfect LTD

Privacy Policy

Roy Perfect LTD is committed to comply with the Data Protection Act 1998.

Personal information relating to customers given during transactions will only be used to send orders and information about Roy Perfect Ltd. All customers are subject to PayPal's privacy policy which can be viewed online.

Roy Perfect LTD may collect the following information:

- Name and/ or company name
- Contact information
- Demographic information
- Other information relevant to customer surveys and/or offers

Roy Perfect LTD will store the collected information on our databases and/ or other storage media. The information will also be used to administer our website services and for market and customer analysis and to review, develop and improve our services. Roy Perfect LTD may use the stored information for marketing and promotional purposes and for notifying the customer about products and services.

Roy Perfect LTD will not sell, trade or rent the customers personal information to others.

Roy Perfect LTD regularly reviews this privacy policy. Any updates will be added to this document.

Cookies

Roy Perfect LTD may use cookies to allow us to make this website more user friendly for the customer. By using this site, the customer consents to the use of cookies. The customer does not have to accept the cookies, although most browsers accept them automatically. Roy Perfect LTD is not responsible for the content or privacy policies of third parties or other websites linked to this website.

Roy Perfect Ltd
Terms & Conditions for Trade Customers

GENERAL

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.

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 under 750 grams are usually dispatched first class post and over that weight by courier on an overnight service where possible. Carriage is charged additional to our catalogue prices. Consignment numbers 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.

PAYMENT

For agreed account holders, by cheque or Credit/Debit card accompanying an order. For those with a credit account, terms are strictly 30 days from the end of month following the invoice date. Preferred methods of payment are: BACS transfer, CHAPS transfer or Debit Card.

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.

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.

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.

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.