

## Terms and Conditions

### Privacy Policy

Auto Installations Ltd 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.

### Website Accuracy

Auto Installations Ltd 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.

### Complaints & Disputes

If you have a complaint regarding any aspect of our products or service you may contact Customer Services on 01953 857400 between 9am and 5pm, Mon-Fri, or by email to [sales@auto-installations.com](mailto:sales@auto-installations.com) We Endeavour to respond to all complaints within five working days.

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

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## Installation Terms & Conditions

### Cancellations

In the event that an appointment needs to be cancelled we require minimum 48 hours notice (Mon – Fri) excluding bank holidays. If this is not given then a cancellation fee may be charged. If we are given incorrect details for a booking, and we are unable to locate the address, then a cancellation fee may be charged. If you wish to change the installation address we require minimum 24 hours notice (Mon – Fri) excluding bank holidays. If this is not given then a cancellation fee may be charged. If the equipment is not on site when we arrive, and we have not been informed of the non arrival/misplacement or any other reason for this then a cancellation fee may be charged.

If an installation is cancelled and the customer requires a refund, then any delivery charge is not refunded. All parts are to be returned by the customer via an insured delivery method. Car specific parts may not be able to be refunded in full. If the returned parts do not arrive in 7 working days then we reserve to charge for the parts.

If an installation engineer is left waiting on arrival, then he may need to automatically leave to ensure all other customers appointments are not affected. Our installer will allow 20 minutes for the customer and equipment to be made available. If this happens then a call out fee will be charged. Our cancellation/call out fee/service call fee is set at £50 + VAT.

### Service calls / warranties

Auto Installations Ltd cover the installation with one/two years free of charge warranty matching the manufacturer's terms.

If a service call is required and upon appointment it is the phone/car/user error/wear and tear or any other part not covered by the manufacturer's warranty that is at fault, then a call out fee may be charged, and possible parts may need to be purchased to resolve the fault.

Moving of parts for any other reason than installation error is not covered under the warranty.

The following are not covered under warranty: user error, misuse, damage, faulty/change of handset, kit moved to different car, wear & tear, adjustment by anyone other than our installer, software updates, or anything otherwise deemed outside of the manufacturer's warranty.

## Payment

All goods remain the property of Auto Installations Ltd until paid in full.

If any credit card payments are unlawfully clawed back from the credit card company or cheques stopped then we reserve the right to charge an administration fee and any charge incurred in collecting outstanding moneys.

## Compensation

Auto Installations Ltd is committed to providing the best possible service in the industry. If our engineer 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 engineer before he leaves site. If in the rare case damage has been made, then our installers are all fully insured for such instances.

## Pricing

The price quoted is usually the price you pay for the service. Any prices quoted may be subject to change if additional parts or additional labour is required, and subject to the standard VAT rate at the time of invoicing.

## Installations

Our team take care when an order is placed to ensure that all parts are correct. It is essential that the customer provides us with correct and accurate information regarding the phone make, model, car make, model, year of registration, stereo information, sat-nav information, and any other information that would be relevant. Any wrong information may result in a call out fee/cancellation being charged. The customer, phone, car and car kit equipment need to be available at the location, and time agreed otherwise a call out fee may be charged. Our booking slot is usually 1 hour and is the best in the industry. In an industry that relies on traffic and travel times, it is not always possible to meet the time. Sometime we may need to give a 2 or 3 hour slot of arrival so we are as accurate as possible. Please allow adequate time for installation once the installer has arrived.

Please ensure you are available on completion of the installation so that we can give you a full working demonstration and address any questions you have. And to post check your vehicle and sign the relevant paperwork.

All other terms and conditions apply.

In almost all installations the wiring is fully concealed behind the dashboard giving a factory fitted finish. However a small amount of wiring may be visible in some installations. This is usually a wire of no more than a couple of inches running from the bottom of the cradle or Bluetooth display to behind the dash, usually through a gap in the trim. In some rare cases the installation may show slightly more of this wire and is usually down to the physical makeup of the vehicle dashboard and cannot be avoided. In some cases we may recommend a mounting console as it conceals the wiring better.

In extremely rare circumstances that may be out of our control we reserve the right to cancel an installation. 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 for Monday–Saturday installations, but please be aware that our office is not open on Saturday or Sunday's.

## Installation engineers

Our customers vehicles are precious and need to be handled by experienced professionals. To ensure this we use the best employed and self employed auto electricians in the industry. We do not let inexperienced engineers work on our customers cars. Any issues you may have which you believe are warranty related with your installation need to be dealt with directly with Auto Installations Limited unless authorized by ourselves. Any other approach to the installer may invalidate your warranty. Any approach made by our customers direct to the installer for future work, or other services without our authorization will invalidate your warranty and may result in legal action for loss of business. Any damage, or claims for damage regarding the installer/installation, if valid will be covered by Auto Installations Ltd liability insurance. No claims can be made, or paid without pre agreed permission from a director of Auto Installations Ltd. At no time are Auto Installations Ltd liable or responsible for the welfare of the vehicle.

## Vehicle Parking And Working Area.

Suitable parking needs to be provided for our installation engineer to work on your car. If your installation address is in the congestion charge zone then this is chargeable and will be added to your invoice. If the installation address has a pay parking facility then all payments need to be made by the customer or added to the invoice, Auto Installations Ltd are not liable for this. Whenever

possible cover would be advised for poor weather conditions, this is to protect the customer's car. The parking provided needs to allow for the installer to park next to or near to the vehicle, and have enough space for both car doors to be open. The parking facility needs to be undisturbed once the installer has commenced work. Any council owned car parks, or private car parks run a very strict policy that does not allow us to work on their premises; no installation will take place at these locations unless you have consent. Due to insurance issues, and health and safety issues our installers are unable to work on roadside parking in busy areas. This is down to the installer's discretion. If no parking is provided, or the parking provided is not suitable, then the installation will be cancelled, and a cancellation fee will be charged. This is down to the discretion of the installer and Auto Installations Ltd. No full refund is available.

#### Pre and post installation 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. Any claims thereafter are not liable. We are not responsible for any issues raised once the installer has left the site. The customer or an authorized 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 Auto Installations Ltd. If no phone is available on site for post checks, then any future warranty or call out issues will be charged as a call out, this is because we were unable to check and fix any problems at the time of installation.

#### Returns and exchanges

We are able to offer an exchange or refund on parts that are returned to us safely, in the original packaging, and that are pre agreed with Auto Installations Ltd. No refunds are possible on any delivery charges. Certain parts may be ordered in, and may be car specific; these may be subject to a surcharge if returned. Any parts for refund need to be returned to us within 10 days. If an item has been installed, then no labour fees can be refunded. This may include the installation, and de-installation of any parts.

Where mentioned our term 'call out fee/service call/cancellation fee' relates to a charge of £50 + VAT, which at all times is automatically billed to your existing payment method.

By purchasing from Auto Installations Ltd you automatically agreed to our terms and conditions, and these apply for all instances.

#### All Trademarks and Copyrights are recognized

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.