

## **Terms & Conditions**

### **We are**

Mr RJ Holloran-Williams & Mrs OD Holloran-Williams trading as All Seasons Mobile Vehicle Air Conditioning Services. Our address is:

61 Priory Close, Ivybridge, Devon PL21 9JG

Telephone: 01752 691854 Mobile: 07929 911875 email: [enquiries@allseasonsnair.co.uk](mailto:enquiries@allseasonsnair.co.uk) We do not have FAX facilities. We do not use any premium rate telephone services for contact with you.

### **Nature of Business**

Our website details the nature of the services and goods that we provide. We would welcome any enquiries if further clarity were needed.

### **Quotations**

Unless otherwise advised quotations provided by us will remain firm for 30 days.

### **Charges**

Charges and methods of payment will be detailed on the order confirmation provided on the conclusion of our contract with you.

### **Diagnosis**

We will use our best endeavours to correctly diagnose the a/c system on your vehicle. It is not practical to test some components and they may be excluded from the diagnosis. Such components include, but not limited to, components contained within the vehicle interior, high pressure sensor/switch, the auxiliary fan, and its control circuitry. Faults on these components may only be revealed following full system re-commissioning. Static pressure testing with nitrogen or nitrogen & hydrogen mix will not exert the same forces as are produced in a running system and therefore may be unable to reveal some weak/corroded system components. Much higher, pulsating pressures will be present in a running system. Leaks can be dependent on pressure, temperature, or a mixture of both and therefore the pressure testing that we carry out cannot be considered as a fully reliable method of determining the gas soundness of a system that is in service and therefore any risk relating to pressure testing reliability rests solely with the customer.

### **Repair**

Parts supplied by us will be in conformity with the contract. System parts that appear sound may become unserviceable due to weakness caused by chemical build up or corrosion and may mechanically fail during the replacement of known faulty components. Unless otherwise agreed, the price of any additional replacement parts, and additional labour to fit them, that are identified as failed in this manner during a repair will not be covered by your contract. Replacement of components failing during fitting work will only be replaced subject to further agreement. If agreement cannot be met to replace such parts, then a charge will be made for a proportion of the service/goods provided up to that point.

### **Delivery**

We do not guarantee delivery or installation dates. Unless otherwise agreed delivery of goods will coincide with the appointment to commence fitting. Unless they are being fitted by us on delivery the risk for any goods delivered to the customer is transferred to the customer at the time of delivery. The customer agrees to use his/her best endeavours to keep safe any goods provided by us while in his/her care.

### **Returns and Warranty**

In the event of a warranty claim or if goods/services are to be returned to the trader for any reason the goods/services must be returned to the place where (a) the consumer took possession of them or (b) a person identified by the consumer to take possession of the goods/services.

### **Payment**

Payment for goods and services must be made immediately on completion of the work and in the form agreed.

### **Guarantee**

All parts and labour supplied will be guaranteed for 12 months from the date of installation unless otherwise agreed.

### **Cancellation**

Contracts for the supply of goods and services may be cancelled in accordance with current Consumer Regulations. These regulations provide for a cooling off period of 14 days for contracts over the value of £42. If you have requested goods and/or services to be provided during the cooling off period, you may still cancel the contract but will be liable to pay a proportion to cover the work carried out and goods fitted. Any goods supplied by us to you that have not been fitted may be returned to us at your cost. You may be charged proportionately for any loss of value of supplied goods caused while in your possession. You may be charged re-stocking fees and/or shipping charges made to us by our suppliers for parts returned that have been ordered specifically for you. These charges will be at the rate they have been charged to us. You will lose the right to cancel the contract during the 14-day cooling off period if the service and/or goods have been fully performed/supplied at your request even if you are not using the goods and/or services. Cancellation must be made by clear statement (e.g., letter sent by post or email) Information regarding cancelling a contract is provided over. Cancellations will be confirmed by us promptly.

### **Customer Service**

We will normally provide an after-sales assistance service regarding goods and services that we provide. This service is not part of the sales contract and is provided purely based on good will and may be withdrawn at any time without notice.

### **Complaints**

Complaints regarding our goods, service or business may be directed via the telephone, postal address or email address provided above. Any complaints will be dealt with in a prompt and efficient manner.

### **Trade Membership**

We are members of the Federation of Small Businesses and the Institute of Refrigeration Engineers (Service Section)