

Terms & Conditions

Who we are

We are, The Company, 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

Landline Telephone: 01752 691854 Mobile: 07929 911875 email: enquiries@allseasonsnair.co.uk We do not have FAX facilities. We do not use any premium rate telephone services for contact with you. This agreement is exclusively between the signatory overleaf, the Customer and the Company, Mr RJ Holloran-Williams & Mrs OD Holloran-Williams trading as All Seasons Mobile Vehicle Air Conditioning Services.

Nature of Business

Our website details the nature of the services and goods that we provide. We would welcome any enquiries if further clarity is 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. Unless otherwise agreed in advance and depending on distance travelled a minimum charge or call out fee of up to £42 will be made for each visit. The call out fee allows for up to one hour labour.

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 weak/corroded system components. Much higher, pulsating pressures will be in 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. Our tests may not reveal intermittent faults.

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 repair work. 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. In the event that 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. The Customer confirms that where the Service is to be carried out on premises other than his or her own that they have been granted full permission, by those in legitimate control of the property, for the Service to be carried out on the property. The Customer indemnifies the Company for any loss, consequential or otherwise incurred by the Company in any circumstance where Service is curtailed because the Customer has failed to obtain such permissions or any actions by others relating to such circumstances. The Customer accepts that the vehicle is placed in the exclusive custody of the Company for the purposes of carrying out the Service and that they will not interfere in any way with the procedures of the Company whilst carrying out the Service and that they will also use their best endeavours to stop, over whom they have control, interference by others. The Customer agrees to give the Company exclusive access to the vehicle up to the point where payment has been completed in consideration for the Service provided by the Company. The Customer warrants that the vehicle presented for Service is legitimately in his or her possession and that the vehicle, where it is a legal requirement, is in a roadworthy condition and where appropriate is taxed, insured and is subject to a current Ministry Of Transport test certificate. Neither children nor animals shall be allowed in, or in the vicinity of, the vehicle being serviced at any time during the service or repair.

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 us 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 upon completion of the work and in the form agreed. Where accepted payment by credit cards or debit cards will be surcharged to cover the direct cost of providing that method of payment - (The cost that the bank charges us for your transaction)

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 may 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 below. Cancellations will be confirmed by us promptly. We reserve the right to withdraw an offer at any time without penalty if we believe that we will not be able to complete the work in a satisfactory manner, quality or time frame.

Customer Service

We will normally provide an after sales assistance regarding goods and services that we provide. This service is not part of the sales contract and is provided purely on the basis of 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)