

# TERMS & CONDITIONS

1. Once you have placed an order with Tyre Centre Direct Limited ('TCD'), you will receive confirmation of time and date for the provision of service and/or product(s) purchased.
  - 1.1 It is the Customer's obligation to ensure the correct details are provided to the call operator. Calls are recorded for training and monitoring purposes and held for 6 months. If there are any discrepancies, we reserve the right to review these calls to validate the details of the job booked.
  - 1.2 The Technician is only obligated to complete the service and/or product detailed at the point of booking. If an extra service is required at the point of service, this will only be executed if the technician has availability otherwise the added work will be scheduled for another time. TCD strives to ensure Customer satisfaction where possible however is not obligated to complete more than the requested job.
  - 1.3 Once work has commenced, you will be informed immediately by the TCD technician of any additional work that may be required to your vehicle. TCD will price and quote this accordingly. You, the Customer, are under no obligation to commit to further work identified and/or are quoted during the fitment. If the service and/or product(s) have been accepted, they will be delivered in accordance with availability of technicians.
  - 1.4 Any additional work, either requested by the Customer or explained by the Technician, must be authorised by the call operator.
  - 1.5 On completion of the Job, you will be provided with an invoice. Along with the invoice, you will also receive a job sheet. Job sheets will only be provided at the time of booking if requested.
2. TCD reserves the right to charge a penalty fee for any booked jobs that have been cancelled within 90 minutes.
3. Your service time slot will always be honoured where possible. If this isn't possible, TCD will contact you to arrange the next best mutually suitable time/date.
4. TCD will offer a same day service subject to availability of product and technicians. If there is a lack of availability, then a mutually suited time will be organised. If an emergency service and/or product is required at a time when there is no availability, TCD will endeavour to arrange a verified third party to complete the service. In the case of third-party services, the cost may be different from the price quoted at your point of enquiry and you are free to accept or decline the service.
  - 4.1 TCD will endeavour to fulfil the service and/or product requirement by the Customer and in doing so may rely on third party suppliers. TCD will not take liability for any damage or failure to provide proper service by the third party once the Customer accepts the service. However, TCD will ensure reliable and verified service providers attend the job.
  - 4.2 TCD will always attempt to contact you to inform of projected delays or issues which may result in a delay or cancellation of your delivery/fitting time slot.
5. The fitment of any tyre(s) will be subject to a visual inspection of your vehicle, wheels, and tyres prior to commencement of the work. This is to ensure that you have selected the correct tyre specifications for your vehicle. However, the TCD technician will check the hub for damage and inspect the assembly as much as possible, even if they have not removed the wheel.
  - 5.1 If the TCD technician believes damage is found, you will be notified. If the damage is serious, the TCD technician will stop the job and inform of appropriate action. If the work is proceeded the damage/fault will be listed on the invoice and/or jobsheet.
  - 5.2 Wear and tear: If your locking wheel nuts are in bad condition and have snapped whilst the TCD technician is tightening or putting it into the hub, TCD will take no liability for this damage.
6. Once the service and/or product has been delivered the relevant invoice and/or jobsheet needs to be approved by the Customer. Failure to approve/dispute works completed within 5 working days of invoice and/or jobsheet receipt will automatically be logged as job completed to full satisfaction.
7. It is your responsibility to ensure that you have selected the correct tyre size by checking the tyre specification to ensure you have the locking wheel nut key.
  - 7.1 If the service and/or product cannot be delivered because of an error from the Customer who booked the job, then the Customer may be liable for penalty charges.
  - 7.2 If you order any incorrect tyre(s), TCD will: cancel the current job (if fitting), source the correct tyre size (which may incur additional cost) and reschedule the delivery/fitting time slot. The Customer may be liable for any penalty charges caused by the inconvenience.
  - 7.3 If you do not have the locking wheel nut key or its overly tightened, you may need to opt for use of our TCD locking nut toolkit so the job can be completed, however, the service cannot always be guaranteed. When facing instances where the securing nuts/bolts have been tightened with excessive force, it won't be possible to determine whether an individual locking device has been previously over-tightened or damaged during fitting, until the removal process has started. In this case, the TCD technician may need to use an extensive removal method and/or a special tool kit may need to be utilised. TCD technicians will not be responsible for any further damage for the subsequent removal.
8. TCD shall be under no liability in respect of any defect in the goods provided arising from:
  - 8.1 Your use of the good(s);
  - 8.2 Incompatibility of your vehicle; and
  - 8.3 Any misuse or alteration of the good(s).
9. Waste Disposal will occur at a default charge included in the invoice however at your discretion this can be opted out of, waste will include:
  - 9.1 Worn/damaged tyre casings; and
  - 9.2 Any other items which were replaced by TCD new products.

TCD dispose of waste in an environmentally friendly manner. Any additional waste will incur a charge.

10. Title and Risk: as soon as the service and/or product(s) are delivered to any vehicle owned by you or to a place specified by yourself, the Title to the product(s) shall remain vested in TCD until the product(s) have been paid for in full and payment is cleared.
  - 10.1 The price of any product(s)/services shall be specified on your invoice/job sheet. Invoices will be issued after the job has been completed. Public or non-account holders must pay upon service completed. Account holders must pay in accordance with their payment terms, which at default, is 7 days from the end of month. Failure to pay may invoke penalties including but not limited to incurring interest, passing the debt over to collection agencies and providing payment activity data to credit agencies.
  - 10.2 Customers will only be provided service/product(s) on credit as much as the credit limit allows, detailed on the service package. The credit limit may increase/decrease depending on payment activity.
  - 10.3 Prices that are detailed on the service package are exclusive of VAT; prices are reviewed from time to time. Any significant changes in pricing will always be notified to the Customer through written or verbal communication.
  - 10.4 Prices may vary on public holidays subject to time and availability.
11. Any tailored service package must remain strictly confidential between both parties.

