

Chiselspeed Tuning Ltd: Terms and Conditions (T&C)

For your safeguard and for legal reasons it is essential that you read these pages because when making a purchase online you will be entering into a legally binding contract. Whilst we would dearly love to avoid such a long-winded page, under UK law we must present our T&C.

When you register on this web site, you will set a username and password, this can be used later to place further purchases. Please – keep a note of your username and password secure for future use.

TRANSACTION

All transactions are between you, the customer, Chiselspeed Tuning Ltd, the seller. Your credit card will be debited by Chiselspeed Tuning Ltd. Once the order is processed all inquiries relating to delivery/fitment/charges/refunds/etc should be directed to Chiselspeed Tuning Ltd sales@chiselspeed.co.uk All prices at this site are GB Pounds Sterling and are subject to change without prior notice. If an ordered item is unavailable, we will either offer you an alternative, or a timescale to supply your chosen item, or a refund. **This is your choice to make once we have contacted you to appraise you of the situation.**

Chiselspeed Tuning Ltd will only accept returned items with a Chiselspeed Tuning Ltd Returns Number. The Returns Number will be issued when you contact Chiselspeed Tuning Ltd to request to return an item.

Customers have a 7 working day period from the day after they receive the order, where under the “Distance Selling Act” a customer can return goods without incurring a handling charge, **however, return carriage costs are at your expense.** After that period, and up to 14 days after the invoice date, any returned correctly supplied goods will be subject to a 20% handling charge.

Chiselspeed Tuning Ltd may at its discretion give full or part credit/refund on parts returned up to a maximum of 14 days only from the original invoice date. **This does not apply to ‘special order’ items or “Carburettor parts” which are deemed non-returnable.** Should you wish to return an item please contact sales@chiselspeed.co.uk.

Outside of the above time scales, parts supplied are not returnable.

RETURN

A Chiselspeed Tuning Ltd returns note must be requested before returning any part to us. This can be obtained by emailing us on sales@chiselspeed.co.uk with your name, order number, and reason for return.

Goods will only be accepted for replacement/credit under the following conditions:

The parts to be returned must be in as ‘new’ condition, in the original packaging and undamaged. The new part(s) must not have been fitted, used, damaged, or altered in any way, and must be with us within seven (7) working days of the returns note being issued.

Please ensure that once a Chiselspeed Tuning Ltd “Returns Number” has been issued, the goods being returned, are suitably packed for shipment and back with us within seven (7) days of the returns number being issued. If after ten (10) working days, the goods have not been received the returns note issued will be cancelled. Goods being returned to Chiselspeed Tuning Ltd that are damaged in transit or lost in transit to us, cannot be refunded. Please ensure that all returned goods are packed sufficiently to avoid being damaged. **We recommend that parcels being returned to us, be insured for your benefit.** On receipt the returned part(s) will be inspected for faults/compatibility, etc, and you will be advised by email as soon as possible

Should a part fail once fitted, the above system regarding obtaining a “Returns Number” should be adhered to. Upon receipt by us, and after inspection, a replacement/credit will be issued if the part(s) are deemed to have a manufacturing fault. Should a query arise regarding a fault, the item(s) concerned will be returned to the manufacturer for their decision. In the meantime, replacements would be charged for, until confirmation is received from the manufacturers.

When returning any goods to Chiselspeed Tuning Ltd you are responsible for any carriage costs. Any carriage costs involved in dispatch and returns to Chiselspeed Tuning Ltd are not refundable.

ELECTRICAL-ELECTRONIC-DIGITAL PRODUCTS

Many of the electrical / electronic / digital items we supply are specialised and delicate in operation. It is important for you to understand that such items also need to be checked carefully before using them and, as such, a home mechanic may not have the necessary equipment to check the items are fitted and working correctly.

Although it may seem that it is a straight replacement, old for new, the new component will require to be checked and specialised testing equipment is required to do such checks. For instance: checks should be made to stator readings prior to fitting a new CDI, and after fitting, there are other checks that will require to be done.

It is also vitally important that you verify that other components in the circuit that the item you are fitting works in, are in good condition and of the correct outputs and values, as a part on the vehicle which is out of specification could well damage or render inoperable the new part which you have fitted.

In this scenario we cannot be held responsible for any failure of the component we have supplied to you

Therefore, the manufacturers highly recommend you seek the services of a “qualified technician” to fit these types of components for you. Proof of fitting by a “qualified technician” will be required before we enter in to any query regarding an electrical / electronic / digital component.

We therefore reserve the right to have any returned electrical/electronic/digital components, which have been supplied and fitted, checked by the manufacturers prior to any credit being issued. Replacements would therefore be charged for until

confirmation is received from the manufacturers or suppliers. This is a condition set by our manufacturers or suppliers of such electrical / electronic / digital components.

ORDERING – SHIPPING IN THE UK

Our working week is Tuesday to Friday, 9am to 6.00pm and Saturday 9am to 4pm. Orders placed before 2pm are processed that day, subject to availability. Orders received after 2pm are processed the next working day. However, any orders received on Saturday are processed on the Tuesday.

To avoid overcharging for shipping Chiselspeed Tuning Ltd will calculate shipping costs based on the size and weight of your order and charge the shipping at the appropriate cost. Certain areas of the UK are subject to increased shipping costs such as the Highlands and Islands of Scotland and certain islands off the UK mainland.

ORDERING – SHIPPING OVERSEAS

All carriage charges are from Chiselspeed Tuning Ltd to you at your specified address. Overseas carriage charges are determined once the package is complete and packed to send to you by Chiselspeed Tuning Ltd. In all cases carriage costs are charged on each individual order sent.

All prices at this site are in GB Pounds Sterling. For orders to destinations outside the GB you may have to pay taxes and duty on orders when they reach your country. These will be levied by your country's customs, and you are responsible for paying any taxes or duties on your order. We cannot advise what these taxes and/or duties may cost. For more information seek advice at your country's customs office.

VAT INFORMATION

For countries outside Great Britain UK Vat is NOT applicable and will NOT be charged. There is NO Vat in the UK on helmets or books.

EMAILS AND HOW TO RESPOND

Whenever an order is placed an automated e-mail confirmation is sent. Further automated e-mails are sent advising the order is being processed, packed, shipped, ready for collection, collected or refunded by Chiselspeed Tuning Ltd. If you do not receive the automated e-mails, please check your email box is not full, and that you have supplied the correct email address when you placed your order. Please also check your spam/junk filter.

N.B. Problems can occur when you give a wrong email address, or you change your email address after placing your order. To ensure you receive the automated confirmation of order or any other email relating to your order it is important that you use the same email address throughout the transaction. The onus is on the customer to ensure that emails sent by Chiselspeed Tuning Ltd can be received at the email address provided in the details given on your order form.

SAFETY FIRST

The last thing we want you to do is order the wrong parts. The onus is on you to ensure the part(s) you order are what you require. Likewise fitting certain parts requires workshop facilities, tools, and experience. Before you commence fitting, the onus is on you to ensure that you have the facilities to fit the parts concerned to the specification required.

DISCLAIMER

Certain images at this site are generic and are supplied as a guide only. Parts shown may differ in appearance to those supplied.

Manufacturers of parts shown at this site reserve the right to alter the specification of any item, without prior notice.

COOKIES

We only use cookies a to identify if the customer is signed into the website or not. Our cookies do not contain any information that personally identifies you. We do use Google Analytic tracking on our website to only track the journey that you the customer takes on the website.

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Thank you for shopping at Chiselspeed Tuning Ltd