

General Terms & Conditions of Sale

1. TRADING ADDRESS

AUTOCLIMATE LIMITED
Head Office & Development Centre
37 Atcham Business Park, Shrewsbury SY4 4UG
United Kingdom

Tel. Numbers: +44 (0)345 5050900
Fax Number: +44 (0)345 5050901
Email: info@autoclimate.com
Internet: www.autoclimate.com

Other details:
Company Registration Number: 3866594
VAT Registration Number: 404 2837 73

Bank Details:
Bank name: Natwest Bank PLC

Address:
Natwest Bank, 8 Mardol Head, Shrewsbury, Shropshire
England. SY1 1HE

Account: Autoclimate Limited
Sort Code: 55-50-05
Sterling (£) payments :
Account No. 55617166
Swift/BIC: NWBK GB2L
IBAN No.: GB22 NWBK 5550 0555 6171 66
Euro (€) payments :
Account No. 550/00/58879358
Swift/BIC: NWBK GB2L
IBAN No.: GB91 NWBK 6072 0158 8793 58

2. PRICING

(a). All prices quoted are net of VAT. UK mainland orders will be subject to the prevailing VAT rate at the time of order. Exemption from VAT will only be granted on Export orders when an official order has been received before the order has been processed

(b). It is the intention of AUTOCLIMATE LIMITED not to alter its pricing or discount structure for a period of twelve months from the date of which this price list was printed. However where the need to change or alter the pricing or discount structures may arise AUTOCLIMATE LIMITED reserves the right to change without notice

(c). Additional carriage / freight charges will apply on all despatched goods. Please refer to Delivery Charges Section.

3. TRADING TERMS & CONDITIONS OF CREDIT

(a). Goods are not sold on Credit unless a Credit Account has been approved. For UK Credit Application Forms please enquire

(b). Goods sold on credit must be paid for within 30 days from the end of the month in which the goods were purchased / invoiced. Failure to comply will result in credit facilities being withdrawn indefinitely. Outstanding Credit Accounts requiring the use of Solicitors to recover Monies will be subjected to all charges arising there from.

(c). AUTOCLIMATE LIMITED reserves the right to cancel or refuse Credit Account facilities without reason.

4. HOURS OF BUSINESS

8:30 am to 5:30 pm - Monday to Friday.

5. ORDERS

(a). Orders will not be processed without an official Order Number.

(b). All orders will be sent by overnight delivery unless stated otherwise instructed by the ordering customer. (UK mainland only)

(c). Please state clearly which depot or branch the ordered goods are intended for delivery to if applicable.

(d). It is the intention of AUTOCLIMATE LIMITED to ensure timely deliveries and adequate stocking levels to meet customer demand. Where demand has exceeded stocking levels or special order requirements are necessary it is the intention of AUTOCLIMATE LIMITED to fulfil this demand as soon as reasonably possible. Additional freight charges may apply.

(e). Incorrectly ordered goods may not be accepted for credit unless returned without damage or interference and unless a valid goods return number (GRN) has been obtained within 5 working days from the date of delivery. To obtain a GRN please contact Customer Services by telephone using the number shown in Section 1. Carriage charges will not be credited and handling charges will apply @10% of the value of the goods.

6. RETENTION OF TITLE

(a). All goods shall remain the property of AUTOCLIMATE LIMITED until paid for in full.

7. DELIVERIES

(a). All orders placed before 4.00 PM on the day of order will ensure an Overnight delivery where stock is available (UK mainland only) Orders placed after this time will be processed the following day. Please see Delivery Charges section for current rates

8. TO PLACE ORDERS

Refer to contact numbers in Section 1

N.B. All orders must be accompanied by an Order Number

9. WARRANTY AND GUARANTEE. (SUPPLY OF GOODS)

(a). AUTOCLIMATE LIMITED guarantees all parts and components for a period of twelve months from the date of sale against defective manufacture in accordance with the terms laid down by Supplying Manufacturers.

(b). Replacement parts will be invoiced, until such time that the faulty goods have been returned and inspected. Credit will only be given if the goods are proved to be faulty.

(c). Warranty claims will only be considered if returned goods are accompanied with a fully completed Warranty Returns Form. Failure to comply will result in Warranty Rejection.

(d). Labour claims arising from Warranty Replacement or Fault will only be paid in accordance with that offered by the Product Manufacturer where agreement exists and only in accordance with their supplied pricing menu.

(i). Where such agreements exist AUTOCLIMATE LIMITED will issue the customer with an Official Warranty / Order Number for invoicing purposes. Invoices sent without quoting this number will be returned unpaid and stamped Rejected. Please enquire for further details.

(ii). Where no agreement exists AUTOCLIMATE LIMITED will not accept liability for claims arising from breakdown or any other costs arising there from.

(e). Additional warranty periods may be available on certain products but all such extended warranties will be chargeable

(f). Warranty claims on products supplied with specified service and maintenance requirements will only be considered where such requirements can be shown to have been met

(g). Warranty claims for compressor mount brackets will only be considered if the compressor drive belt and idle pulleys have been maintained in accordance with the schedule below:
Maximum drive belt life - 25,000 miles (40,000 km) or 12 months, whichever comes first.

Note: Vehicles fitted with a manual belt tensioner must be re-tensioned within 5,000 miles (8000 km) and every 10,000 miles (16,000 km) thereafter. Maximum idle pulley life - 50,000 miles (80,000 km) or 24 months, whichever comes first.

(h). Products for vehicle installation are designed and manufactured to operate under normal vehicle working cycles and conditions. Therefore, warranty claims will not be accepted if it is considered that vehicles have been operating in extreme engine cycles or conditions

(i). Products for vehicle installation are designed and manufactured to operate on the specific vehicle application(s) stated in the product information / application guide. Therefore, warranty will not be accepted if additional changes have been made to vehicles which may be considered to adversely affect the performance of such products.

NOT COVERED BY WARRANTY - This section is not an exhaustive list

1. Fair wear and tear of any part, normal maintenance service items and the parts and materials used in connection with this procedure.

2. Failure of any compressors supplied for use in transport refrigeration applications will be deemed to be the result of fair wear and tear.

3. Labour claims arising from product fault unless offered by the Supplying Manufacturer and then only in accordance with their menu pricing structure.

4. Consequential loss, damage or recovery of any kind.

5. Defects in replacement parts not supplied by AUTOCLIMATE LIMITED.

6. Damage caused by poor / incorrect fitting or removal or any other work being carried out.

7. Minor irregularities not affecting quality, performance or function.

8. Damage caused by external influences e.g. Fire, Flood, Steam cleaning etc.

9. Damage caused by traffic accident, abuse etc. or use of the vehicle under unusual conditions such as Races, Rallies etc.

10. TECHNICAL SUPPORT

For immediate technical support and advice please call +44 (0)345 5050900 Operator lines are from 8.30am to 5.30pm - Monday to Friday

11. DELIVERY SERVICE CHARGES

Available on request

12. WARRANTY CLAIM PROCESS

(a). Telephone AUTOCLIMATE LIMITED immediately in the case of a failure.

(b). Where goods are to be returned AUTOCLIMATE LIMITED Customer Services will issue a GRN which should be marked on the product packaging as instructed. Where inspection is required allow access for a representative of AUTOCLIMATE LIMITED to view and inspect the failed unit / component at an agreed time and prior to any rectification / repair taking place.

(c). AUTOCLIMATE LIMITED may also issue a warranty claim form, where issued this must be completed as fully as possible to enable a valid claim including all part numbers, procedures and labour operations.

(d). Any replacement parts required will be charged in full and only credited in the event of a valid warranty claim.

(e). You must send to AUTOCLIMATE LIMITED:

- Fully completed warranty claim form (where requested)
- Copy of the vehicle rectification job card (where applicable)
- Copy of the vehicles most recent service job card (where applicable)
- All failed / damaged components (with valid GRN marked as indicated)

13. CLAIM REIMBURSEMENT PROCEDURE

(a) On receipt of the claim, the failed goods will be inspected and analysed.

(b) The claim will be PASSED or REJECTED by the warranty claim department within 60 days of receipt.

(c) IF PASSED - A credit note or a letter of acceptance will be raised covering the costs of failed items and labour (if applicable). Any letter of acceptance will include an official AUTOCLIMATE LIMITED warranty Order Number. You should include this on all documentation for invoicing / remittance purposes.

(d) IF REJECTED - You will be notified and a further explanation is available on request

(e) AUTOCLIMATE LIMITED will not accept any invoice or claim in respect to any and all warranty claims which does not quote an official AUTOCLIMATE LIMITED warranty Order Number.

14. WARRANTY REPAIR MENU

A Labour refund rate: £24.00 per hour (£0.40 per minute)

15. LAW & JURISDICTION

This contract shall be governed by and construed in accordance with English Law and the parties submit to the exclusive jurisdiction of the English Courts.

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