

Kim's Lazer Cut Keys Ltd (K.L.C.K)

Specialist Vehicle Locksmith

Main Office: Unit 5, The Freehold Centre, Amberley Way, Hounslow Middlesex. TW4 6BX

Tel: 0208 8143260 Email: sales@klck-ltd.com Web: www.klck-ltd.com

Accounts Office: 19 Chalmers road, Ashford, Middlesex, TW15 1DT

Tel: 07955 163500 Email: klck.accounts-hm@klck-ltd.com

"For Peace Of Mind, We Are The Key"

Terms & Conditions

Credit Facilities and Payment Terms. Credit accounts will be available following satisfactory report from reference parties. A credit limit will be notified to each customer in line with the anticipated requirements. The customer may normally use the account up to the notified limit, but once reached, early settlement of the account may be required before further credit can be granted. The company will send a monthly statement of account to the customer, dated the last working day of the month. Non-receipt of a statement will not remove the obligation of the customer to settle the account on the approved terms. Whenever there is a balance due on the account on the last day of any calendar month, the customer will pay that balance by the due date which is the 20th of the month following. Unpaid accounts thereafter will be placed on hold until payment is received, no goods or services can be provided while the account is on hold. Payment by the customer will take place when the customer's remittance is received and credited to the account by the company. Unless a remittance advice is received specifying which items are being paid, it will be applied to the payment of the oldest items outstanding on the statement. The company reserves the right to withdraw credit facilities and/or discount and charge postage costs, at any time without notice. The withdrawal of credit facilities will not diminish the customer's obligation to meet any administration and legal cost incurred in the collection of any outstanding monies on the account. We also reserve the right to instruct a third-party debt recovery agent to collect outstanding monies, and in such cases the cost will be added to the debt. The whole of the balance of the amount shall become due and payable to the company if the customer goes into receivership or liquidation (except for the purpose of amalgamation or reconstruction) or has an administrator appointed over its assets or being an individual is subject to a bankruptcy order or in any case suffers distress or execution to be levied over the customer assets or enter into any scheme of arrangement with customers creditor or ceases to trade. The company reserves the right to charge 1.5% transaction fee, should the customer wish to pay their credit account by credit card. The company reserves the right to levy a charge based on the current bank charges against un-clear cheques. Kim's Lazer Cut Keys Ltd (K.L.C.K) credit terms are according to the consumer Credit Agreements Regulations 2010. Nothing contained above is designed to, nor affect the customers statutory rights.

Ownership of Goods Sold. Title and ownership of goods sold by the company to the customer shall remain with the company, until all sums owing to the company where under the contract or any other contracts between the company and the customer shall have been paid in full. (And In the case of cheques when funds have cleared). Until such time the customer shall hold any goods in its possession as a bailey for the company, but the customer shall be responsible for the insurance thereof.

Payments: General Public: Bank Payments, Credit / Debit card - Master card, Maestro, Visa, Visa Electron, Solo and JCB. We do not accept Cheque, PayPal, Western Union or other types of payments. **Credit Account customers / Trade customers:** Bank Payments, Credit / Debit card - Master card, Maestro, Visa, Visa Electron, Solo and JCB. Credit cards are subjected to 1.5% transaction fee, Cheques – Made payable to K.L.C.K Ltd.

Security Checks.

Before any goods or services are supplied to the General public, we are under obligation to go through certain security procedures. These are implemented by the company as a measure to prevent fraud. Kims Lazer Cut Keys Ltd will ask you to provide a copy of your registration documents, photo ID being driving licence or Passport, and a current Utility bill (no older than 3 months). All names and addresses on All documents must match. Any goods ordered will be supplied to the vehicles registered address only. In the event that the above up documents are unobtainable, we cannot and will not provide any goods or services.

Prices:

All our prices are based on manufacture prices and are subject to change at any time without prior notice. All orders will be invoiced at current prices and charged the current VAT rate. Discount will be given where applicable and will depend on your account status. We reserve the right to change prices and discount at any time without prior notice.

Goods, Delivery & Returns:

Kim's Lazer Cut Keys Limited will supply Goods in accordance with the Consumer Rights Acts 2015. We will be responsible for keeping and implementing the procedures we have in place, to ensure the standards of goods and services set by the company are met which are required by law. All goods purchased are subjected to postal charges which are based on weight. Options will be provided as to what carrier and service is used, and the choice is only by the customer. We offer free postage to account customers (where applicable) which is sent by Royal Mail 24 (1st Class) or 24 Signed for (recorded). Next day guaranteed delivery will need to be asked for and will be charged to the customer. We are not responsible for asking which postal service you require. In the event your delivery hasn't been met, the procedures followed will be of the carrier company we used and will be subjected to there terms and conditions. In some instances, you may be required to get in touch with them directly.

Returns, Cancellations & Warranty:

Kim's Lazer Cut Keys Limited will follow procedures in accordance with the Consumer Rights Acts 2015. Any item made to your specification are not returnable, unless faulty. If you wish to cancel or return an order, please contact us directly on 0208 8143260 or sales@klck-ltd.com and discuss the returns process. The goods must be in condition they were sent "brand new in the packaging" and have not been used/fitted/programmed. Once authorised please return items to K.L.C.K Ltd (address above) as soon as possible and by a postal service that requires a signature with the relevant insurance. Returning items that are not at fault, will be at your own expense and we will not be liable for goods that are lost in the post/not received. We reserve the right to charge a handling fee for goods which are cancelled. Goods which have been supplied to a specific number/code (personalized) and have the issue where the details given through a 3rd

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party are incorrect, will not be classified as faulty or can be claimed against under the consumer rights act 2015, Please contact us to discuss what options are available. Upon receipt of goods and credit or refund to the original method of payment will be issued. If items are not returned to us within 30 working days (and the refund has already been given) we reserve the right to charge you for the items your holding.

In the event the goods do not meet the requirements as set by consumer right act 2015. The short term right to reject good last for 30 days and will start on the date the goods were delivered. The goods must be in condition they were sent "brand new in the packaging" and have not been used/fitted/programmed. However, this short term right to reject does not apply if the only breach is that the goods have been installed incorrectly. We will follow the guidelines set to offer a repair/ replacement/ price reduction (where applicable) and a final right to reject. Upon your choice we will uphold our standard to ensure a smooth and prompt transaction to completion. Our company warrants that all good supplied will be free from defect for twelve months from the date of order. All goods are covered by the manufactures warranty. In the unlikely event of a claim please return faulty items to us, to undergo and inspection and testing. We may also need to send them back directly to the manufacture. If the goods are at fault the company will only pay for the labour costs at the manufactures/ dealers/ or garages warranty rates which is dependent on the outcome of the inspection. Items found with a fault caused by connecting parts which are also faulty will not be covered under warranty, unless proven that this item is the sole contributor.

Privacy Policy & Cookies

This Privacy Policy explains what happens to any personal data that you provide to us, or that we collect from you when you are on this site. By using this website, you are giving us permission to use the data you provide us. We do update this Privacy Policy so please come back to review the Privacy Policy regularly. For the purpose of Data Protection Act 1998 and the General Data Protection Regulation (GDPR), details of our data controller are available upon request. If you have any queries, comments or requests regarding this Privacy Policy or GDPR, please do not hesitate to contact us at 0208 8143260 or sales@klck-ltd.com. Information we collect or third party's working on our behalf may collect and process the following data about you: Details of your visits to our website and the resources that you access, including, but not limited to, traffic data, location data, weblogs and other communication data. Information that you provide, such as when you registered for information/catalogues, set up a credit account, place an order with us, or when you communicate with us for any reason. Cookies are small text files that are placed on your computer by websites that you visit. They're widely used to make websites work, or work more efficiently, as well as to provide information to the owners of the site, we do not use cookies. Where applicable, we may disclose your personal information to any member of our group. This includes where applicable, our subsidiaries, our holding company and its other subsidiaries.

Third Party Links

On occasion you may find links to third party websites on our website. These websites should have their own privacy policies which you should check. We do not accept any responsibility or liability for their policies whatsoever as we have no control over them.

Complaints:

If you are unhappy with a service we have provided, please contact our general manager Toni Harries on 0208 8143263 to discuss the situation, alternatively please write to our complaints department – K.L.C.K Complaints Team, 11 Chalmers road, Ashford, Middlesex, TW15 1DT.