

Kim's Lazer Cut Keys Ltd

<u>Main Office</u> Unit 5 Cypress Court Harris Way Sunbury on Thames Surrey TW16 7EL Tel: 0208 8143260 WhatsApp: 07943 929576 Email: sales@klck-ltd.com	<u>Specialist Vehicle Locksmiths</u> Open: Monday – Friday 8am – 5pm No Bank Holidays Web: www.klck-ltd.com Facebook: KLCK Lts / KLCK Specialist Vehicle Locksmith @klckltd Google My Business: K.L.C.K Ltd “For Peace Of Mind, We Are The Key”	<u>Accounts Office</u> 19 Chalmers Road Ashford Surrey TW15 1DT Tel: 07955 163500 Email: klck.accounts-hm@klck-ltd.com
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Terms & Conditions

Credit Facilities and Payment Terms.

Credit accounts will be available following satisfactory report from reference parties. We may access a credit agency with regards to any names provided, including the company. 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. Our accepted method of payment is electronic bank transfers only. We no longer accept cheque as a form of payment. 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 charges 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. 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. The company reserves the right to levy a charge based on the current bank charges against un-clear cheques. 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. Kim's Lazer Cut Keys Ltd (K.L.C.K) reserves the right to amend these credit conditions at any time. Nothing contained above is designed to, nor affect the customers statutory rights.

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.

We do not store your debit/credit card payment details. If you pay by phone or face to face your details are shared with a payment acquisition companies on our behalf.

Credit Account customers / Trade customers:

Electronic Bank Payments. From 1st April 2020 we no longer accept Cheque payments.

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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. Kim's 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 if the above up documents are unobtainable, we cannot and will not provide any goods or services.

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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:

Kim's Lazer Cut Keys Limited will purchase OEM products, where unavailable we will only buy from trusted manufactures. We are not authorised seller of Vauxhall, Ford, VAG Group or any other manufacture we hold stock for. Part numbers are used as a reference purpose only. We will supply orders to the specifications and vehicle information we have been given. Using our specialist knowledge, we will invoice the relevant part number. If we are building products to the part numbers you have given us, these will not be returnable if incorrect. We have no access to manufactures security databases or hold any security data for vehicles. We can only provide specified products with the Key number / Code you supply. We are not responsible of third-party details being supplied incorrectly. If in doubt, we can get a key number by using our decode service which may be chargeable. We have procedures in place to ensure all orders are for filled to the standards set by the company and Consumer Rights Acts 2015. All goods will be checked throughout the order process and confirmed before being dispatched. This ensures we maintain the service we provide making us reliable and consistent.

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.

Cancellations & Returns:

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 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.

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Warranty:

Our company warrants that all goods 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.

Marketing preferences.

From time to time we may want to send you information about our goods or services. We will use a third-party to get the communication to you, either by post or email. Marketing preferences were asked for upon opening an account. Changing your mind to your subscriptions to opt out, can be done by a link on the bottom of our mailer (which will automatically unsubscribe you) or you can give us a call to remove you from the marketing list.

Privacy Policy, GDPR & Cookies

Please see our separate Policy, found on our website, or can be requested by speaking to a member of our team.

Modern Slavery Statement

Please see our separate Policy, found on our website, or can be requested by speaking to a member of our team.

Complaints:

If you are unhappy with a service we have provided, please contact our general manager Toni Harries on 0208 8143263 or email toni.harries@klck-ltd.com to discuss the situation and get any issues resolved. If you still feel unhappy and wish to take it further please write to our complaints department – K.L.C.K Complaints Team, 11 Chalmers road, Ashford, Middlesex, TW15 1DT.