



AUTOSHINE WHEEL CLINIC

PROFESSIONAL WHEEL REFURBISHMENT

General Terms and Conditions for Autoshine Wheel Clinic

1. The Service

- **Prices**

All prices shown in our price guide, website, face to face and quoted by phone are starting from prices, they do not include any repair work i.e. welding, wheel straightening, etc.

- **Timescales**

Customers should appreciate that the time to complete the work for the wheels will depend on the condition of the wheels. Any unforeseen circumstances may result in a time delay. Customers will be contacted as soon as it is evident that the wheels will take longer to refurbish than the time given.

Autoshine will endeavour to complete the work within the time stipulated but cannot be held responsible for mechanical breakdown or power failure resulting in delays beyond their control.

- **Wheel Fitting**

Any vehicle brought to Autoshine; we will ensure that we refit the wheels securely using the appropriate tools. Customers are reminded that it is their responsibility to check the wheel nuts are tight immediately on collection and after a 30 mile bedding-in period and at regular intervals thereafter. Autoshine takes no responsibility for the re-setting of on-board computers where the vehicle has been lifted from the ground.

2. Limits to the Service/Additional Charges

- **Wheel Refurbishment**

Wheel refurbishment is just that, it is not a new wheel - occasionally "used" alloys will never look 100% perfect after its refurbishment. We ask all customers to appreciate the work done and the high quality finish that the wheels are at a small fraction of the price that a new wheel would be. ***We do not guarantee a 100% colour match***

Autoshine will always endeavour to refurbish the customer's wheels to provide the best possible finish. After the wheels are inspected and stripped of its old coating, if found to be in a "very bad condition" (in some cases this may mean the wheels are unsuitable for refurbishment) the customer will be informed of any additional charge before work commences and also of any additional time this may incur. We reserve the right to terminate work on wheels that are excessively damaged or corroded.

'Very bad' condition is specified as:

- Badly corroded
- Deep damage





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- Poor wheel casting
- Damage around the fixing holes - caused by previous improper stud removal
- Previous service or repairs
- Cracked or split

- **Limitations to Diamond Cut Wheels**

There are limitations on how many times a wheel can be diamond cut. This is because each time a wheel goes through the diamond cutting process a thin layer of metal is removed from the face of the wheel. Any flaws, damage in the original wheel will inevitably limit how good the refurbishment will be.

- **Gloss Finishes**

Please be aware that certain high gloss finishes, such as 'Power/Hyper Silver' or 'Gloss Black' etc, show blemishes more readily. We cannot guarantee a 'perfect' finish, but we do guarantee to improve the look of your wheels.

- **Wheel Bolts**

The Customer needs to be aware that if wheel bolts have to be replaced, the cost of these will be passed on to the Customer. In some split rims, the wheel bolts have to be drilled out due to corrosion and again there will be an additional cost for this service. The Customer will be informed before we carry out any such work.

- **Wheel Valves**

Autoshine will re-fit new rubber valves with black caps on refurbished wheels supplied with tyres and this is included in the price. Autoshine accepts no responsibility for leaks around old valves that have been re-fitted at the customer request. Special pressure sensing valves are delicate and are often subject to being damaged during the tyre removal / bead braking process. We are unable to take responsibility of the valves and suggest customers have them removed before hand. Please refer to the vehicles handbook when the wheel/s are back on the vehicle to re-calibrate them to the car's system.

- **Welding & Straightening**

All welding & straightening work is undertaken at the owners own risk. Whilst we will not do any repairs that we believe to be unsafe, the responsibility is ultimately that of the customer.

While every care is taken when straightening a wheel, a crack can often occur during the process. If this happens you will also be charged for a weld repair. If the wheel becomes beyond repair during the process it is not the responsibility of Autoshine to replace the wheel.

- **Damaged/Illegal Tyres**

Autoshine reserves the right not to re-fit damaged or illegal tyres. Illegal / damaged tyres will only be refitted under the Customer's express instructions, and the Customer must sign a disclaimer to this effect. We can supply and fit replacement tyres upon request.





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- **Late Collection of Vehicles**

Vehicles not collected on the agreed collection date will be subject to a fee of £25.00 per night for vehicles left in our charge overnight. Loose wheels that are not collected within 5 working days will result in a storage fee of £10.00 per day from day 6 (day 1 being the day the wheels were refurbished or not refurbished and the customer notified of their availability). Wheels still not collected after 21 days, if unpaid or paid for, will be sold to recoup costs incurred.

3. Your Responsibilities (Customer)

- **Insurance**

All vehicles must be fully covered by your personal insurance whilst left with Autoshine.

- **Arrival Time for Next Day Turn-around**

Vehicles booked in for wheel refurbishment with the next day turn-around service must arrive no later than 9am on the day of the booking. Vehicles must be collected by the time arranged.

- **Tools**

Locking wheel nut keys and OEM toolkits must be provided. Any costs incurred due to these not being available will be charged to the Customer.

- **Suitability for Refurbishment.**

Customers are to ensure their wheels are suitable for refurbishment with the appropriate main dealer prior to booking work with us.

- **Confirmation of Work To Be Carried Out**

It is the Customer's responsibility to check that their requirements are correctly stated on the Order Form and to bring any errors or amendments to our attention prior to work being booked in. Customers are solely responsible for selecting powder/paint colour. Autoshine take no responsibility for colour selections and will not refurbish wheels again if the customer is disappointed with their colour selection unless the finish is found to be defective.

- **Checking of Wheel Nuts**

Customers are reminded that it is their responsibility to check the wheel nuts *are tight immediately on collection and after a 30 mile bedding-in period and at regular intervals thereafter.*

- **Customer Courier**

Customers should check with any courier used by them for the delivery/collection of wheels to Autoshine that they are fully insured.

- **Split Rims**

Split rims are undertaken entirely at your discretion and responsibility as to the suitability of the refurbishment process. Please note that recommendations regarding suitability for





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refurbishment, dismantling and reassembly of split rims vary between manufacturers. It is your sole responsibility to check suitability with the manufacturer.

- **Collection of Refurbished Wheels**

It is the Customer's sole responsibility to check the condition of refurbished wheels on collection.

Autoshine request that any complaints should be kindly submitted in writing by recorded delivery, within 72 hours of wheels being refurbished

You will be responsible for the vehicle once you have collected it from the Autoshine premises.

- **Collection Times**

Wheels/vehicles must be collected during our standard opening hours, unless an alternative time has been previously agreed between us.

4. Payment

- **Customer Accounts**

Full payment will be required by the customer before the wheels are despatched or when the car is collected and shall be by cash, credit or debit card, we do not except cheques (subject to any card processing fees which may be in force at the time of payment).

For customers that do not hold an account with Autoshine, a non-refundable deposit of £100.00 will be taken when a bookable service is placed, and the balance will be due on completion of the work.

- **Trade Accounts**

Trade Accounts held with Autoshine are based on a strict 30 day payment term. We reserve the right to charge interest at 2.5% on accounts not settled within the agreed terms. By operating a trade account you are agreeing to our terms and conditions and this can be closed at Autoshine discretion without prior notice. Any goods provided remain the property of Autoshine until they are fully paid for.

5. Autoshine Warranty

- **Powder Coated Wheels**

Powder coated wheels come with a 12 month warranty against any defective paint materials, subject to the damage not having occurred as a result of driver damage or the use of corrosive cleaners which will dull and damage lacquer over time. Excluded from





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this warranty are wheels that have been colour matched or those wheels that have been custom finished.

- **Diamond Cut Wheels**

Given that lacquered bare machined alloy is not a strong or long lasting finish and coupled with our climate, the majority of wheel refurbishers will only offer a very limited or no warranty for this service. With this in mind, we offer what we believe is a fair compromise for our customers who wish to retain this finish, subject to the wheel being suitable to diamond cut again if possible. Certain wheels because of inherent faults are excluded from the warranty.

Defects occurring (subject to the damage not having occurred as a result of driver damage or the use of corrosive cleaners which will dull and damage lacquer over time):

Within 3 months;

a) Have the wheels diamond cut again at no charge but with no renewed warranty i.e. if they fail again they are out of warranty

b) have the wheels powder coated with a fully renewed 12 month warranty as listed above

- **Two Piece Wheels**

Are subject to the same general terms as listed above i.e. powder coated and diamond cut areas. No warranty is offered on the bolts themselves unless new bolts have been supplied by Autoshine.

- **Polished Wheels / Wheel Parts**

No warranty is offered on any polished part as the duration of the finish is subject entirely on how well they are maintained and cleaned on a regular basis and not suitable for everyday use. Polished parts are only recommend for show purposes.

- **Claims Made Under Warranty**

Any claims made under the warranty will be settled by free reworking or (at the discretion of Autoshine) a refund of the relevant part of the invoice (i.e. if one wheel is affected, then the price of one wheel would be refunded). The maximum refund would be limited to the original invoice value and Autoshine shall not be held responsible for any consequential loss as a result of the repair. Customers must ensure that they keep their receipt as this will be required when making a claim. This does not affect the Customer's Statutory Rights.

- **Limitations to our Warranty**

There is no warranty for any wheels that have not been subjected to normal road use i.e. off roading, motor racing or damage caused by an accident.

6. Our Rights

- **Liability**





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There is nothing in these Terms and Conditions that excludes or limits Autoshine liability for death or personal injury caused by negligence. However, Autoshine shall not be liable for any direct loss or damage suffered by you, however caused, as a result of any negligence, breach of contract or otherwise in excess of the price paid for the service.

- **Law**

These terms of supply of services will be subject to English law and the English courts will have jurisdiction in respect of any dispute arising from the agreement.

- Autoshine shall not be liable for any failure to carry out our obligations to the Customer where such failure is due to circumstances beyond our reasonable control including but not limited to Act of God, War, Civil Disturbance, Fire, Flood, Lightning, Industrial Action, the act or omission of Third Parties for whom we are not responsible, including the Government and its agents.

- **Amendment to Terms & Conditions**

We reserve the right to amend these Terms and Conditions from time to time and the Customer will be issued with and subject to the terms in force at the time of the booking.

- **Damaged/Illegal Tyres**

Autoshine reserves the right not to re-fit damaged or illegal tyres. Illegal / damaged tyres will only be refitted under the Customer's express instructions, and the Customer must sign a disclaimer to this effect. We can supply and fit replacement tyres upon request.

- **Loss or Damage to Property**

Autoshine shall not be responsible or liable for any loss or damage to goods or articles left in vehicles, or damage or mechanical fault of any vehicle (other than obvious damage which was not recorded when the vehicle was checked in) such as flat battery, clutch slipping, etc, caused to your vehicle whilst in the care of Autoshine except for damage caused by our negligence. Autoshine will not accept liability for the cost of repairing or replacing parts of your vehicle and in particular Autoshine will not accept liability for any technical or structural damage to the wheels, where such damage occurs due to pre-existing faults and/or wear and tear unless the Autoshine has been negligent in not realising that such damage may occur or in the way the work was carried out.

