

TERMS AND CONDITIONS OF BUSINESS

Our business is transparent and as such, we trade upon a **strict terms and conditions** policy which you should take note of. Our terms and conditions **must be signed by the customer** and a copy of such taken with them. We keep a copy on file for our purposes and business practice.

“We”, “Us” – the service provider – Rosehill Innovations Ltd, T/A Powder Coating Shropshire

“You”, “Your” – The customer

Job Sheet

1. A job sheet is completed and signed by the customer which gives details of the customer, work required, colour etc so there is no room for error.

Payment Terms

1. Payment must be made before items leave our premises
2. We accept payments via **cash, credit & debit cards, PayPal, BACS. Please note**, PayPal payments attract a 2% surcharge.
3. In some cases where powder has to be specifically ordered in, we require a 50% deposit before we commence work and specially order powder.

Work Schedule

1. We always like to arrange a mutually convenient time to process work. We therefore generally allocate a time for works to be conducted and we will be as accurate as possible in the respect of completion times.

Wheel Condition

1. In some instances, wheel damage hides a multitude of sins such as previous damage, welding etc. Our workmanship guaranteed does not cover this and in this instance. Once the wheel has been chemically stripped to bare / naked metal, we would contact you to inform you of our findings.
2. In this instance, our prices may change and we may not also be able to paint your wheel without showing some imperfections. Again, we will advise on these and any other points we may find.
3. In the case of badly **corroded wheels, deep scuffs, or severe rim damage**, we will charge an additional fee for the use of specific heat resistant filler and our time to enable the wheel to be coated correctly.
4. Poor wheel castings may also cause some challenges when powder coating. Again, in this instance, you'll be advised of our findings.
5. Previous improper or poor repairs will be notified to you and the outcome of our findings and recommendations notified to you.

Wheel Welds - IMPORTANT

Alloy Wheel welds vary in quality and can cause some issues with tyre deflation, failure of the wheel or other structural defects which may affect its on road performance.

WE DO NOT for safety reasons, powder coat welded alloy wheels. In some instances, alloy welds can crack under temperature and as such, we do not take any chances in placing a welded wheel in our oven which heats to over 200 degrees centigrade.

We will inform you if we find a weld and in this instance will advise you we will be unable to proceed with the wheel refurbishment and powder coating.

Further, we will charge you for the work we have carried out up to that point to include wheel & tyre removal and any other preparation works.

It is up to you to either provide another wheel in acceptable condition to powder coat or use the spare wheel if the same specification as the ones fitted to your vehicle.

Tyres

1. We can arrange the removal and replacement of tyres for you. There is an **additional charge of £7 per wheel** for this.
2. **We will advise the customer** should tyres be unfit to refit to a wheel.
3. **We WILL NOT** refit any tyre to a wheel if it does not meet the current UK tyre tread depth and condition laws.
4. For tyres we remove which are **illegal** or do not meet (**tyres 3.**) above, our tyre removal charge of **£5** per wheel will remain applicable.
5. It is the customer's responsibility to check the wheel nut torque settings after a wheel has been painted and fitted. For

safety reasons, we highly recommend this is done after **20, 50 and 100 miles**, and a responsible action by you is to check these at regular intervals for your own piece of mind and safety.

TYRE PRESSURE MONITORS

Some tyre pressure monitors **must be replaced** after tyre removal therefore on that basis **it is the customers responsibility and at the customers cost**, these are replaced

1. Further, it is up to the customer to provide tyre monitors to us to be able to fit.
 - i. An additional charge of £5 per wheel is added to remove and replace a tyre pressure monitor.
2. We will give the option to the customer to have their tyres removed at a tyre fitters of their choice before we consent to doing any wheel repairs on the basis we **Shall NOT be responsible for the cost of broken tyre pressure valves whether our fault or not**

Vehicles

Any customer vehicle(s) left at our premises are done so **entirely at the owners risk** bearing in mind some vehicles may be left at our premises over-night. We accept no responsibility for **loss or damage** to a customer's vehicle while on our work premises.

Locking Wheel Nuts / Bolts

Some locking wheel nuts are of a poor quality and can break upon removal. We therefore advise you that we **are not responsible for**

1. Any broken or non-useable locking wheel nuts / bolts
2. the removal cost, organisation or replacement of a locking wheel nut / bolt
3. any cost associated with the replacement of a broken or defective locking wheel device

It is your responsibility to ensure we have been left with a suitable removal key / attachment to remove locking wheel nuts

Collection and / or delivery of Items

1. We are happy for customers to both deliver and collect items from our premises in Market Drayton.
 - a. While visiting our Premises, the customer takes full responsibility of their wellbeing and **must wait to be invited into the workshop premises** for safety reasons.
 - b. Customers must not interfere with or touch any machines, mechanical equipment or tools within the premises
 - c. The customer takes **full responsibility** for their actions whilst in our premises
2. Items must be collected within 1 week of the works being completed and paid for in full.
3. Failure to collect wheels within a one week period will result in an additional **weekly charge** of £25 per week **unless** we have a prior agreement in place which should be noted on the **job sheet**.

Courier Collections / Deliveries

1. We are happy to arrange a TNT courier for you to both collect and deliver. The cost is given to you upon enquiry and this must be paid with the 50% deposit initially. Our courier form must also be completed.
2. It is up to you to insure your items at an additional cost to protect yourself financially against loss of parcel. This cost can be given to you at the time of enquiry.

Workmanship Guarantee

1. We guarantee our work for 6 months against **flaking**. We are confident our work is near perfect and as such are happy to provide this guarantee. We do **not however** guarantee against stone chipping or misuse of any kind of the paint work. We also advise that cleaning solvents are not used in the cleaning of a refurbished wheel. Evidence of such will null and void our guarantee.
2. In any instance of flaking, we will fully repaint the item again at our cost. No financial compensation is offered.

Colour matching / Charts

1. Powder coats are defined by RAL, and BS codes from a colour chart. In some instances, colours may vary from those on the chart to the actual colour itself. Once a colour is chosen by the customer, we are not responsible for the outcome of any colour differential. It is therefore important to ensure you understand this when choosing a RAL or BS coded colour. Colours may also vary via different brands. Our powder coat suppliers are world-wide suppliers and manufacturers and as such we have to assume they are as accurate as is possible. We therefore bear no responsibility for colour differences.

Price Guide

1. Our prices are to be used as a **guide only**. Prices may vary should for example some wheels may require additional works adding to the overall cost. Any additional cost will be notified to you once we are in a position to do so and before work begins.
2. In the case of **Wheel Conditions** above, additional charges will apply to sections **2,3,4,5**. Our prices are + VAT at the current rate.

Unforeseen Circumstances

1. We reserve the right to charge an additional fee in the event of unforeseen problems which are unavoidable.
2. We will not be responsible for any losses you as a customer may incur due to additional time spent working on your wheels due to any issues experienced in **wheel condition** or in **any other related circumstance**

The "customer" understands the terms and conditions of business herein and hereby agrees to them having read them and duly signs below in acceptance of these conditions:

Signatures:

Customer:

Customer Name _____ **Sign** _____ **Date** _____

Rosehill Innovations Ltd

Name _____ **Sign** _____ **Date** _____