

Below are the Terms & Conditions under which Lepsons Ltd (Registered in England 4430707: Registered Office: 1 Moorfield Road, Blakenhall, Wolverhampton, West Midlands, WV2 4QT) hereinafter referred to as Lepsons, will provide services to you/the customer (an individual, firm, company or other organisation). These Terms & Conditions are governed by and construed in accordance with English law.

Wheel Refurbishment and Repairs

- The customer acknowledges and accepts that the Lepsons refurbishment process is designed to produce the best possible finish relative to the prior condition of the wheels. In most cases this will result in a finish comparable to that of a new wheel, however if a wheel is corroded, damaged or previously refurbished this may compromise the finish that can be achieved for the refurbished wheel. Where a colour match or code is requested the customer accepts that it is not possible to precisely match colours but Lepsons will seek to produce a good match within the limitations of the paints and processes that are used.
- All estimates for the cost of refurbishing the wheels are provided on the basis that there is no major damage to the wheels and will be approximate until Lepsons can physically inspect the wheels. All quotations, whether verbal or written, are provided excluding VAT.
- Some defects such as poor casting, cracks or excessive corrosion may only become apparent after a wheel has been stripped, in such instances the customer will be contacted to discuss the options available (which may involve additional charges). However, if in Lepsons' opinion the wheel is unsafe no further refurbishment work will be undertaken and the wheel will be returned, or at the customer's discretion destroyed. In such circumstances there will be no charge to the customer for the work performed on the wheel, nor will any compensation be due to the customer from Lepsons in respect of the wheel.
- Where split rim wheels are refurbished, bolts may be found to be corroded or otherwise damaged requiring them to be drilled out and replaced, in such circumstance the customer will be advised as soon as possible of any extra costs that will be incurred.
- The refurbishment of diamond cut wheels requires the removal of a small amount of surface metal. Customers should be aware that this may limit the number of times such wheels can be refurbished using this method. Mapping lines and de-burring edges will be evident. Centre caps/M Badges may sit proud.
- Where wheels are supplied for refurbishment with tyres, Lepsons will refit the tyres with new rubber valves (snap in/metal valves will incur an additional cost) and balance the wheels. Customers should note that run flat tyres can easily be damaged when being removed and refitted and therefore work on wheels with these tyres fitted is done so at the customer's own risk. Whilst Lepsons will remove sensor valves, no responsibility can be taken for the removal or refitting of such valves and no guarantee can be provided in respect of the operation of the sensors. If tyres fail to meet minimum legal requirements or are damaged, Lepsons reserves the right not to refit the tyres. Customers are advised to check their tyre pressures according to manufacturers recommendations.
- In general, the balancing weights will be fitted to the inside of the wheel, the position of which is governed by the specialised equipment used. It is the customer's responsibility to inform us of any special requirements that they have regarding the balancing of wheels.
- In general, the refurbishment of a wheel should be completed within 3 working days, however if at any stage during the refurbishment process a wheel does not reach the required level of quality, this may delay the expected completion date of the work. Exceptions to these timescales are split rim wheels, magnesium wheels, steel wheels and motorcycle wheels, all of which will take a minimum of 1 week to refurbish. Timescales for custom or bespoke finishes will be quoted on a case by case basis.
- Due to the intricate process involved when creating a black chrome finish it is not possible to precisely match a refurbished wheel to existing wheels, Lepsons therefore recommend that all 4 wheels be refurbished at once. This will also apply to wheels with tinted lacquer.
- Repairs requiring welding and straightening involve heating the damaged area; on the inside of the wheel this may not be visible but if on the outside of the wheel then it is highly likely that the paint finish will be adversely affected. Lepsons cannot accept responsibility for such damage and will recommend that the customer have the wheel refurbished. The process of straightening a wheel involves considerable forces being applied to the wheel and Lepsons cannot guarantee that the wheel will not crack as a result and thereby become unusable. Such repairs are undertaken at the customer's own risk.
- Complaints regarding the quality of a refurbishment must be notified to Lepsons within 24 hours of receipt and before refitting to the vehicle. Where Lepsons has refitted the wheel the customer must inspect the completed refurbishment work and notify Lepsons of any complaints prior to leaving the site.

Delivery and Collection Service

- Lepsons may at its discretion provide a complimentary van based delivery and collection service to trade customers within its catchment area. Where wheels are collected by a Lepsons van it is the customer's responsibility to obtain an estimate of the charge for refurbishment and to provide the driver with clear instructions of the finish required and any necessary order numbers or other reference.
- Lepsons will always try to return the wheels to the customer on the date agreed but cannot be responsible for any delay due to unforeseen circumstances.

Cars Stored in Our Secure Warehouse Facility

- All customer vehicles are stored overnight in a secure warehouse and are insured against damage whilst within Lepsons' care. This warehouse facility is chargeable and failure to collect a vehicle on the agreed day will result in additional charges (£20.00 + Vat extra per day).
- Customers must not leave any valuables in the car. Lepsons will not accept any liability for items left in the car. It is the customer's responsibility to supply any locking wheel nut release keys.
- On arrival the car will be checked by a member of staff with the customer and any pre-existing damage agreed and recorded. The customer must check the car on collection as Lepsons cannot be held responsible for any damage to the car identified after it has left the premises.
- Wheels will be refitted to the car and wheel bolts appropriately torqued. Customers should re-check their wheel bolts within 24 hrs. Lepsons will not be responsible for resetting computers to monitor tyre pressures.

Courier Services

- On request Lepsons may arrange for the collection/delivery of wheels from/to a customer's premises via courier. It is the customer's responsibility to ensure that the wheels are ready for collection, that they are securely packed and addressed and that someone is available to receive the courier. All courier costs must be paid for in advance by the customer unless otherwise agreed. Any additional costs incurred as a result of the wheels not being available for collection or being inadequately packaged will be charged to the customer. Full payment for the refurbished wheels must be made prior to the return of the wheels.
- It is the customer's responsibility to clearly describe the nature of the refurbishment required. Unless otherwise instructed, Lepsons will refurbish the wheel to the colour and finish of the wheel as was received. In all cases the customer should advise Lepsons of the vehicle make and model that the wheels are from. Any deviation from the requirements agreed with the customer may result in an increased charge.
- Lepsons will provide a Courier Collection Form (by email) to the customer. It is the customer's responsibility to ensure the form is fully completed and attached (inside the packaging) to the wheels being collected. The courier service is arranged via a third party at the customer's request and Lepsons cannot take responsibility for any loss or damage caused during transit. The customer can choose to pay a supplement for insurance cover for the courier service.

Payment

- Wheels will not be released to customers until payment has been received in full other than to customers who have an authorised and up-to-date account with Lepsons (payment terms for accounts are strictly 30 days from invoice date unless otherwise agreed in writing by Lepsons). Lepsons reserves the right to retain wheels that have not been paid for or where an account is substantially overdue. Wheels not collected within 30 days will be sold or disposed of.
- Payments can be made by cash, company cheque, bank transfer or with a valid debit/credit card. AMEX cards and personal cheques cannot be accepted.

Warranty

- Refurbished wheels are covered by a one year warranty against defective workmanship or materials. This does not include damage, corrosion or other defects as a result of kerbing or other damage caused by driving, nor does it cover damage caused by corrosive cleaners or any form of inappropriate cleaning. Lepsons is unable to warranty any repairs involving welding or straightening. If there is insufficient metal to enable a wheel to be diamond cut again then the warranty is limited to Lepsons painting the face of the wheel all over including the areas that would have previously been diamond cut.
- Wheels deemed to be defective under the terms of the warranty may be refurbished at no charge to the customer or Lepsons may refund the original cost at its discretion. If refurbished under warranty then the warranty period will not be extended beyond the period covered by the original refurbishment.

General

- Nothing in these terms and conditions shall exclude or limit the liability of Lepsons for death or personal injury caused by negligence. However, Lepsons shall not be liable for any direct loss or consequential loss or damage suffered as a result of any negligence, breach of contract or otherwise in excess of the price paid for the service.
- Lepsons will not be liable for any failure to perform any of its obligations to the customer where the failure is due to circumstances beyond Lepsons reasonable control, including, without limitation, Acts of God, war, civil disturbance, flood, lightning or fire, industrial action or lockouts, the act or omission of Government or any agent thereof, the act or omission of any person for whom Lepsons is not responsible.