

CREWE-DIAGNOSTICS

Terms & Conditions

Shipping

Crewe-Diagnostics make every endeavour to ensure that your goods arrive in a satisfactory condition. Please check the goods received against the Delivery Note carefully. Claims of shortage or damage must be made within 3 days of receipt of order. Packaging must not be destroyed. Damaged goods cannot be replaced if courier documents are signed "Received in Good Condition". Do not sign for goods that appear to be damaged, or obtain written documentation from the appointed carrier that the goods have been delivered damaged. Once a parcel leaves our premises, we have no control over the delivery of that parcel, as such Crewe-Diagnostics accept no responsibility for late delivery of a parcel and any ongoing costs incurred.

Guarantee & Warranty

All reconditioned/repaired parts are guaranteed for at least 12 months/18,000km (whichever the sooner) from the date of invoice. All new parts made by Crewe-Diagnostics are fully warranted against defects in workmanship and materials for a period of 24 months or 36,000km (whichever the sooner) from the date of invoice. Warranties against faulty parts are limited to the value of the original part and will not cover any costs incurred for labour, failure of a related component, failure due to incorrect installation or misuse, and liability will not exceed the cost of the original component. Crewe-Diagnostics shall not be held responsible for non-supply of an order owing to an act of God, War, disease, strike, lock-outs, fire or any other accident or incident of any nature whatsoever that is beyond the control of Crewe-Diagnostics.

Returns

In the event of a part faulty or incorrectly supplied according to the order, Crewe-Diagnostics will send at its cost a replacement and refund the costs of sending the incorrect/faulty item back to us as agreed in advance by the Crewe-Diagnostics. Parts correctly supplied that are returned for credit through no fault of Crewe-Diagnostics, will be liable to a 15% handling charge. Please note that parts specially ordered on behalf of a customer from Bentley Motors Ltd. will not be accepted for credit as these parts cannot be returned to Bentley Motors Ltd.

Surcharges

Parts purchased on an exchange basis are subject to a surcharge that is refundable in full on receipt of the exchange unit, providing the exchange unit is in restorable condition. If the exchange unit is not restorable the returned surcharge will be adjusted accordingly. Please note: Surcharges are subject to the same credit terms as other parts so exchange units must be returned within 28 days of the date of this invoice, if the parts are not received within this time, Crewe-Diagnostics reserve the right to reduce the amount of surcharge refunded. All parts returned to Crewe-Diagnostics should be sent via an insured and traceable means of delivery. Crewe-Diagnostics cannot be held liable for the non-delivery or damage of such items being returned to the company.

Personal Information

The personal information you provide to us will only be used to supply the goods to you, to process your payment for the goods and where Crewe-Diagnostics extend credit to you for the goods we may pass your personal information to credit reference agencies and they may keep a record of any search that they do. Your personal information is stored with care and will not be used for any marketing purposes or something like that. Each customer is able to request a copy, a modification or removal of the stored personal information.

No-Cure No-Pay

Crewe-Diagnostics offers for our Electronic Component Repair and Diagnostic Services a so-called No-Cure No-Pay strategy. Also for this strategy, the shipping costs to Crewe-Diagnostics are always for the customer. If Crewe-Diagnostics is not able to solve the problem, the part/component/car is returned to the customer without any costs for the customer.

If you need to contact us, please email to mail@Crewe-Diagnostics.com. Alternatively, you can call +31(0)6-42736151, or write to us at Crewe-Diagnostics, Douwstraweg 21, 9203DN Drachten (The Netherlands)