

# **KNOWLES**

## **TERMS & CONDITIONS.**

- a) All prices quoted are nett ex works, Pounds Sterling and subject to V.A.T. at the standard rate for the commodity quoted upon.
- b) An OFFICIAL WRITTEN order must be received, clearly stating either chassis number or production number of the unit, along with the bodybuilders information and invoice address, BEFORE any vehicle can be placed in our work programme.
- c) Under no circumstances will we be held responsible for spare wheels, radios and fuel in excess of the delivery amount of approx. ten (10) gallons in vehicles presented for fitment of our PTO, due to the increased crime rate.
- d) INSURANCE cover will CEASE to be our responsibility 3 days after completion of our contracted work, unless agreed in writing to the contrary. Similarly, INSURANCE cover will CEASE to be our responsibility, should any vehicle be delivered more than one calendar month prior to the commencement of said work, whether through customers requirements or Knowles workload.
- e) Damage to any vehicle stored on our premises after the Insurance cover has ceased, which is directly attributable to a third party, will not be deemed our responsibility.
- f) If a vehicle arrives after the original pre-determined arrival date, then Knowles reserve the right to re-schedule the vehicles' installation and completion date, to fit in with Knowles next available scheduling window, without penalty to Knowles.
- g) Our Company will not be held responsible for late delivery from our works, and under no circumstances will compensation be deemed payable, nor penalty clauses accepted.
- h) It will be necessary for our company to have a minimum twelve weeks lead time extension for all/any new models and model upgrades, due to new product material procurement, unless prior agreement to the contrary is received in writing.
- i) Our quotation does not include, and our company will not be held responsible for, the re-calibration and re-sealing of the Tachograph equipment.
- j) Whilst we receive your vehicle/s in all good faith, our company will not be held responsible for any undetected damage, or shortage/s, against vehicle build specifications of which we have no knowledge or control. This is solely the responsibility of the particular vehicle manufacturer and dealer network.
- k) Our company will not be held responsible for any damage, incurred in transit, which may not initially be noted on our receiving documents.
- l) Our company will not be held responsible for damage incurred to any vehicle on our premises brought about by changes in the elements, e.g. frost. It is, therefore, the customers responsibility to ensure that vehicles are adequately protected by anti-freeze.
- m) All vehicles must have good batteries. Should any vehicle fail through faulty batteries then any charges incurred to remedy same will be not be our responsibility.
- n) Any vehicle arriving at our facility without sufficient diesel fuel for reasonable movement around the facility, or movement to the nearest filling station by delivery companies, if applicable, is not the responsibility of Knowles, and any ensuing costs will be charged extra to any quotation.
- o) Any vehicle arriving for fitment of a Knowles unit, which has other than standard equipment or fittings not previously notified, and which causes any extra work/costs to be incurred for the modification/fitment of the Knowles unit/s, will be subject to corresponding extra charges .
- p) The contents of our warranty and instruction document forms part of these terms and conditions. A copy of which can be obtained upon request.
- q) Loose units - any O.E. parts removed and not required in the conversion will be retained by Knowles, as these are included in the calculations and pricing structure, for each model.
- r) Any vehicle awaiting collection from our premises, will not be released to any person, unless the correct chassis number is forthcoming.
- s) Any vehicle arriving for fitment of a Knowles unit, which is then subsequently removed from our premises without fitment of any Knowles product will be subject to a daily accommodation fee,
- t) Our Company will not recognise, or accept, any invoice submitted for payment, unless authorised by an official Knowles purchase order number, which must be quoted on the invoice.
- u) Our Company will not be held responsible for late delivery from our works, and under no circumstances will compensation be deemed payable.
- v) Our Company will not recognise, or accept, any invoice submitted for payment, unless authorised by an official Knowles purchase order number, which must be quoted on the invoice.
- w) If an order number is issued for Warranty work, and/or, paid for by Knowles, against a third party diagnosis of "warranty failure" on a Knowles product, and in the event of said "warranty failure" being subsequently found not to be Knowles responsibility, then any such charge levied against Knowles will be passed back to the invoicing company or person, under the cover of "incorrect diagnosis", along with any, or all, other charges that this mis-diagnosis may have created. Settlement of Knowles invoice, in such a situation, must be made within seven days of re-submission to the sender of such a charge, and, will be subject to our normal trading terms and conditions.

### **SETTLEMENT**

- a) Settlement is by Pro-forma invoice, on, or before, collection.
- b) Methods of payment – Cheque, which must be cleared through our Bank before release of any goods/services. Credit card payments, which are subject to a 3% surcharge. Debit card, which attracts a minimal service charge.

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- c) Account service charges are only refundable conditional on all previous/other unpaid invoices being cleared.
- d) Service repair works carried out against contract, and/or parts supplied, which are not settled in full, within our normal credit terms of 30 days from date of invoice, will be subject to interest charges at 8% above Bank lending rate, and any/all recovery costs of indebtedness will be chargeable.

## **USED VEHICLES**

- a) Any **used** vehicle attending for fitment of any of our products must be free from dirt in, and around, the areas where our product is to be installed, otherwise preparation charges may be made.
- b) This quotation is only for the installation and modification as listed. Any serviceable items required are not included, i.e. propshaft universal joints, and/or centre bearings, clutch assemblies, starter motors, tachograph sealing and/or re-calibration, engine oil and filter replacement, etc.

## **COMPANY POLICY**

Knowles will always endeavour to expedite any undertaken contract as quickly and efficiently as labour, supplies and market forces dictate.