



## TERMS AND CONDITIONS

### 1. Introduction

1.1 The following Terms & Conditions outline the legal responsibilities and obligations that shall exist between you, (the customer) and T-Spoke Camper Conversions Ltd (also referred hereafter as 'T-Spoke', 'we', 'us', 'our').

### 2. Appointments

2.1. Appointments / consultations to discuss work to your van are free. However, should the number of meetings exceed what is deemed to be reasonable, we reserve the right to make a charge for our time and expertise. We will advise you in advance should we deem it necessary to make a charge, and the reason for this.

2.2. Whilst we try to accommodate all customer walk-ins, please be advised that the only way to guarantee an appointment is to book prior to your arrival. If you are travelling a long way to see us, please book in advance so that we can ensure the correct team member is free to meet with you so that you are not disappointed.

2.3. If you are delayed whilst travelling to T-Spoke, please advise us by calling 01275 217474 at your earliest convenience.

2.4. If you wish to see your van whilst it is in our workshop, please make an appointment. This is to ensure your safety in our workshop, as well as allowing us to have staff available to you.

### 3. Quotations

3.1. We will provide a no-obligation quote for work, and a maximum of four revisions of this quote at no cost to you.

3.2. Quotes are valid for 30 days from the date shown on the quote. Please ensure any work booked is within 30 days of a supplied quote or apply for an updated quote should the date of booking fall outside of this timeframe. We reserve the right to charge updated prices should your quote be over 30 days old at time of booking your vehicle into our workshop.

3.3. T-Spoke reserves the right to increase a quoted fee after work has begun, if in the event the client requests a variation to the work quoted – which requires different or additional labour or parts.

3.4. T-Spoke will provide colour schemes on request. (During your appointment/s all interior colour swatches and our back catalogue of van pictures will be able for you to look at and choose from.)

3.5. Once a quote is accepted you will be sent an email requesting information to raise the deposit invoice. Your deposit payment will confirm that you have agreed the specification on your latest quotation.

3.6. If changes are requested after you have agreed the specification, we will do our best to implement these changes, however, please be mindful that some additional costs may be unavoidable. Any additional costs will be fully itemized.

### 4. Payment

4.1. Our preferred payment method is BACS. Please use your invoice number, or full name as the payment reference. Please be advised we do not have a card machine.

4.2. For full or part conversions, a 50% deposit of the total quote amount is required at the point we book your vehicle into our workshop calendar that is 8 week or lesser than the arranged start date. This is due to the fact we need to order in items required for work to your van, many of which may be specific to your van. Having all the required parts in stock prior to your build slot means that we can



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complete work on your van as quickly as possible. We have also booked the time slot for your vehicle and may be unable to fill this slot at short notice if you pull out.

4.2.1. A 25% of the balance is due on the day of arrival to cover our labour costs.

4.2.2. The 25% balance payment is due on completion of work to your van. You are more than welcome to see your vehicle fully converted before making the final 25% payment. However, all remaining funds need to have cleared with T-Spoke prior to your vehicle leaving our premises at the agreed collection date and time.

4.3. For modifications and small works, 50% of your invoice is due to secure your calendar booking with the remaining balance due on completion of work to your van. Payments need to have cleared with T-Spoke prior to your vehicle leaving our premises at the agreed collection date and time.

4.4. If you do not collect your van in person, you will be deemed happy and have accepted the work when the vehicle leaves our premises with the driver.

4.5. Cancellation of the order by the client after the deposit has been paid, will only be accepted on condition that any costs, charges, and expenses already incurred, including any charges that will be levied by a sub-contractor on account of their expenses, work or cancellation conditions will be reimbursed to T-Spoke forthwith.

4.6. Should you choose to cancel after making your deposit payment there is a cancellation fee of £500 to cover our admin time in addition to item 4.5. You will be able to collect any items specifically purchased for work on your build and the balance of the deposit will be refunded to you as soon as is practicable.

4.7. Should you choose to make a booking well in advance, a fully refundable £500 booking deposit will hold your booking slot until 8 weeks prior to build date when 50% of the quote (-£500 booking deposit) becomes due.

4.8. Should you choose to place an order for a larger item with a longer lead time, for example, an elevating roof, a booking deposit of £1000 will allow us to order your item & provisionally book your slot. Once our supplier has confirmed the ETA, we will schedule and hold your booking slot until 8 weeks prior to the build date when 50% of the quote (-£1000 booking deposit) becomes due.

4.9. Should you choose to make payment from an international bank account your payment must cover any bank transfer charges in addition to the full invoiced amount.

### 5. Your Vehicle

5.1. Please ensure your vehicle arrives in a clean condition for any scheduled work.

5.2. Please remove all your personal belongings. We cannot be held responsible for the safekeeping of any personal items left in your vehicle. If items are left in your van, you cannot remove them or given reasonable notice then any items in the way of our works will be boxed up and stored. T-Spoke reserves the right to charge for the additional cost in respect of removing and storage your personal belongings.

5.3. Vehicles with us for full conversions will have a full valet – inside and out – prior to collection. Vehicles with us for other work can be interior valeted at cost. Please ask us for pricing of interior valet options.

5.4. Please bring your van to us with as little fuel in the tank as possible. This is especially required if you have specified installation of a bed on rails, a heater or you are having Kombi or Caravelle seating removed or installed. For health and safety reasons, due to the fact the fuel tank must be removed from the vehicle chassis, the weight cannot exceed the recommended guidelines. If the vehicle's tank



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is too heavy because of high fuel levels, the tank will be drained to achieve a manageable removal weight.

5.5. Ensure that that your locking wheel nut and radio code is given to the team ahead of any scheduled alloy wheel or audio upgrades, respectively.

5.6. If work to your van requires paint shop and T-Spoke cannot see your van prior to its arrival for work, please ensure you supply the correct paint code to the required timeframe. Your vehicle's paint codes can normally be found on a sticker on the driver's seat base (VW T5) or under the steering wheel (VW T6). Failure to supply a paint code might result in a delay to your scheduled collection date. Supply of an incorrect paint code may incur additional costs.

5.7. Please notify us prior to us quoting if your vehicle is not RHD.

5.8. It is your duty to ensure that your vehicle is delivered to us at 8am on the day of arrival unless otherwise agreed. Please be advised that if your van is delivered to us late, we may be unable to complete to the quoted time. We will advise you if this is the case.

5.9. It is your duty to collect your van as soon as possible after we confirm that it is ready for collection. Should you be unable to collect within a week we reserve the right to charge you storage.

5.10. We reserve the right to use images of your van and work to your van in our marketing campaigns. If you would rather that no images of your vehicle appeared in our various online streams and campaigns, please confirm this to us in writing prior to your vehicle arriving with us.

### **6. Work**

6.1. We will endeavour to carry out all work to the estimated quoted timeframe.

6.2. Occasionally, due to unforeseen circumstances, or delayed arrival of parts, we may need to extend the period that your vehicle is in our workshop. We reserve the right to retain your vehicle for this additional time to ensure the works are completed safely. We will keep you notified of any delay in completion of work and take all reasonable steps to catch the work up. We cannot be held responsible for any costs incurred due to such delays.

6.3. Please advise us if you want any parts that come off your vehicle retained and returned to you, prior to work commencing on your van. This excludes wheels and springs – which would always be returned to you when you collect your van.

6.4. If you are unable to take the parts with you when you collect your vehicle, you have 7 days to collect any parts that have come off your vehicle following the date your van leaves our workshop. As we are unable to store parts indefinitely, we will dispose of any parts after this 7-day period.

6.5. If you are due to return to collect parts, please let us know in good time when you will be returning. This is because we may need to store some items on pallets away from our main workshop. If you arrive without advising us of your intent to collect, we may be unable to facilitate you.

6.6. Should work to your vehicle require wheels be removed, worked on or replaced, please be advised it is the owner's responsibility to ensure the wheels are re-torqued after 50 – 100 miles. If you can bring the vehicle back to T-Spoke, we are able to offer this service at no extra cost. T-Spoke can accept no responsibility for damage caused should the owner fail to get their wheels re-torqued and has no further obligation to remind the owner other than when the vehicle leaves T-Spoke's premises. Please do not underestimate the importance of re-torquing.

6.7. T-Spoke reserves the right to alter specifications of layouts and prices as market and supply conditions demand.



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### **7. Damage**

- 7.1. Your vehicle will be checked in on arrival with us following a vehicle inspection sheet, which you will be asked to sign.
- 7.2. Should you choose to drop your vehicle after hours or leave prior to the completion of the check-in procedure, you will be deemed accepting the condition we find your vehicle to be in at check-in and we will sign the check-in sheet on your behalf to this effect.
- 7.3. Any exterior damage incurred by us whilst your vehicle is in our workshop will be put right at our cost.
- 7.4. Any parts due for customer collection that are stored with us will be stored at your own risk. We cannot accept any liability for loss or damage to stored parts.
- 7.5. We cannot be held responsible for any damage to, or loss of personal items left in your vehicle. We encourage you to remove all personal items from your van prior to leaving it with us. If the items are in the way of works, we will box up the items and return them to you when you collect your vehicle. We will not attempt to replace the items in your vehicle.
- 7.6. We cannot be held responsible for any damages or breakages to the interior of your vehicle if you have asked us to work on it, as we do not know the current condition of the vehicle's interior.

### **8. Insurance**

- 8.1. Whilst your vehicle is with us it will be fully insured on our Motor Trade Insurance Policy. Unless otherwise agreed your vehicle will either be stored inside our workshop overnight or parked in our designated car park spaces situated opposite our workshop.
- 8.2. It is your duty to advise us of the value of your vehicle so that our Insurance Policy can be updated accordingly. If you do not advise the vehicle's correct value by the date you drop your vehicle off, we will estimate a market value to the best of our knowledge. We cannot be held responsible if this is not in line with your or market valuation.
- 8.3. Vehicles being dropped off outside hours or prior to the agreed booking slots may be left outside at your own risk and we will advise you of our key drop location. If you have agreed for your vehicle to be left outside overnight, please be advised this will be at your own risk and T-Spoke cannot be held responsible for any theft or damage.
- 8.4. Please empty any personal belongings from the van. Any items left in the van are at your own risk and we cannot be held responsible for anything deemed 'missing'.
- 8.5. It is your duty to advise us if your vehicle currently carries a SORN, or any other restrictions prior to work commencing on it at T-Spoke.

### **9. Warranty**

- 9.1. There is a 12-month warranty on parts and labour conversion work supplied by T-Spoke from the date of your collection. White goods carry 12 months warranty. Warranties for any other goods or those that carry a greater warranty length is covered by the product manufacturer. Elevating roofs (Austops') carry 60 months. Unreasonable usage causing damage or default is not included within this warranty.
- 9.2. For examination and work to be rectified under warranty, you will need to first notify us of any warranty issues then return your vehicle to T-Spoke. We will then advise you of a timeframe for rectification work. Should you choose to take your vehicle to a third-party without first notifying us, or giving us the chance to repair, we will be unable to cover any costs incurred.



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### **10. Right To Subcontract**

- 10.1. Unless otherwise agreed, T-Spoke shall be entitled to sub-contract any part of the work to carefully chosen third parties. This might include – but not be limited to – paint shop.
- 10.2. Whilst selected on quality we make every effort for suppliers to be local to our workshop.
- 10.3. Should we need to drive your vehicle to third party suppliers, trade plates will be used, consistent with our insurance policy. You will not automatically be informed if we need to drive your vehicle a short distance.

### **11. Risk Of Loss**

- 11.1. The risk of loss or damage shall pass to the client upon collection / delivery.

### **12. Safety**

- 12.1. All work at T-Spoke is carried out to strict safety guidelines.
- 12.2. Increasingly we are asked to 'put right' work by other conversion companies. Please be advised it is often difficult to quote an exact labour time on rectification work until we are in the process of rectification. Once we have started work, we will need to make the vehicle safe to T-Spoke standards.
- 12.3. When you arrive at T-Spoke, should the hazard barrier not be in place across the workshop entrance due to vehicle movement, please do not walk directly into the workshop without first checking in at reception. This is for your safety. All doors are clearly labelled for your information.

### **13. Handover**

- 13.1. All appliance information booklets will be left in your vehicle.
- 13.2. All relevant certificates will be left in your vehicle.
- 13.3. We will run through all work with you and any operational or safety procedures relevant to your conversion.
- 13.4. Handovers take as long as you need. Should you require further input or demonstrations please advise us.
- 13.5. Your signature on our check out sheet affirms you are happy with the vehicle and understand how to operate the conversion features.
- 13.6. T-Spoke cannot be held responsible for any damage to conversions through inability to operate or misuse. If you are not seasoned campers, please advise us and we will spend extra training time with you covering things such as elevating roofs, awnings, heating, leisure batteries, gas, hook up etc.
- 13.7. Please be advised we are not insured to store gas so should your vehicle have cooking facilities you will need to purchase gas bottles for the gas locker. We can advise on the bottles you need to buy and direct you to an outlet located under a 5 minutes' drive from our workshop.

### **14. Restricted Mobility**

- 14.1. Please inform us should you have any mobility issues or medical conditions that limit your ability to board or use a van. Whilst we respect your right to privacy, it is essential that we understand any mobility limitations so that we can engineer or employ solutions that are fit for function. We cannot be responsible for your inability to use a completed conversion if you have not highlighted any physical limitations at the point of initial discussions or quote.



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### **15. Governing Law**

15.1. The Agreement, incorporating these Terms and Conditions, and any matter arising from or in connection with it shall be governed by and construed in accordance with English law.

### **16. Further Information**

16.1. If you wish to discuss our terms and conditions in more detail, please call us during office hours on 01275 217474.

16.1.1. T-Spoke Camper Conversions Ltd, Unit 5 Cattlemarket Business Park, Chew Road, Winford, BS40 8HB

16.1.2. VAT Registration No: 13297475

### **17. COVID Addition**

17.1. Please be mindful that due to COVID we are operating in challenging times with supply chains often backed up. Whilst we will do our best to stick to agreed build slots and conversions times, please be aware that there may be occasions where this is not possible. We will keep you fully informed of any delay to the work on your vehicle and complete it as soon as it is possible to do so.