

## **Topfit Towbars and Towing terms and conditions**

### **Customers responsibility**

It shall be the customers responsibility to ensure they have ordered the correct towbar or parts for their vehicle

If you are unsure, please contact us prior to ordering and we will be pleased to guide you through the ordering process and choosing the correct parts for your vehicle.

It is the customers responsibility to ensure their vehicle is in a fit condition to have a towbar fitted, if we attend your property and the vehicle is not fit to have a towbar fitted or the vehicle has part of a towbar fitted already and we are unable to complete the installation a call out fee of £75.00 shall apply.

If It is possible that your vehicle is on a year of change between models or has a non-factory fitted bumper, please contact us first prior to ordering to avoid disappointment or a call out fee.

### **Booking date and time**

The booking date on our website is a preferred fitting date and not a definite fitting date, we will endeavour to honour your selected fitting date however this may not always be possible and we will contact you to arrange a mutually convenient date.

Fitting times are approximate, am is between 8am and 12am or pm is between 12am and 5pm, we will always endeavour to be as prompt as possible but sometimes this is out of our control, i.e. traffic conditions or vehicle breakdown and we will notify you as soon as possible.

Unless otherwise stated your fitting time will be between 8am and 5pm

It is the customers responsibility to notify us prior to the fitting date of any special requirements or time restraints and we will do our best to accommodate where possible.

### **Parking sensors**

If your car is fitted with parking sensors we do don't generally recommend the fitting of a fixed towbar, the only way to guarantee that your cars reverse sensors will not be affected is to have a detachable neck towbar fitted.

If you decide to have a fixed towbar fitted at your own discretion. Topfit towbars will not be held responsible if your reverse sensors pick up the towbar. It may be possible to up grade the neck to a detachable at an extra cost.

## **AL-KO towballs**

Some caravans are fitted with AL-KO stabilisers or winterhoff stabilisers which require the use of an extended neck towball or AL-KO towbar to give the correct clearance, they will also require the paint to be removed before use. It is the customers responsibility to inform us beforehand if they have a stabiliser fitted to the caravan

## **Guarantee**

We offer a 12 month guarantee on installations, any problems will be dealt with by us within this period subject to correct usage of goods.

Towbars are guaranteed by the manufacturer, any problems with a towbar will be handed over to the manufacturer to be dealt with under their own guarantee policy.

## **Refunds**

A full refund shall be given up to 48 hrs before installation date unless costs have already been incurred when a refund shall be given less the cost incurred.

Cancellation on the day of installation will give a partial refund less incurred costs.

Wrongly ordered parts will be given a refund less incurred costs.

Where we have attended the customers address and a towbar is already fitted on the vehicle, or a partial towbar is fitted making it impossible to do the installation a call out fee of £100 shall apply.

Your statutory rights will not be affected.

## **Complaints procedure**

If you believe your towbar installation is faulty or unsatisfactory, please contact us in the first instance and we will be happy to attend the original installation location and replace any faulty parts or rectify as necessary within the guarantee period.

If the fault or problem are due to an external reason (e.g.; towing over weight, fault with vehicle or towed item) with then a call out fee of £50 shall apply.

Topfit towbars shall not be responsible for any third-party expenses incurred unless agreed upon by ourselves beforehand and shall not exceed a reasonable amount in line with the amount it would cost us.

It is the customers responsibility to ensure that their installation is in good working order prior to using and that any fault or problem is reported to Topfit towbars at the earliest convenience so that we are given a reasonable period to rectify any problems

Topfit towbars shall not be responsible for any other costs incurred by the customer while we rectify any problems with your towbar, such as changed holiday bookings.

Topfit towbars will require your original invoice as proof of purchase prior to any rectification.