



Terms & Conditions

About Us

Vision Tech Systems Limited, TA VisionTech Automotive, registered in England & Wales at Unit 1 Allens Farm Tye Road, Elmstead Market, Colchester, Essex CO7 7BN.

Use the contact us page to reach out to us, or email via info@visiontechautomotive.co.uk. We are keen to hear from you whether it be good or bad. Our complaints procedure is available upon request and if you feel you are unable to settle your complaint with us you are entitled to refer it to the Financial Ombudsman Service at www.financial-ombudsman.org.uk or 0800 023 4567.

Definitions

“Products” means any physical material products provided by the Company as ordered by the Client

“Company” or “us” means VisionTech Automotive

“Client”, “Customer” or “you” means the person, firm or company placing an order with the Company

Your Personal Information

Your personal information is used in accordance with our Privacy Policy. You agree that we may pass on your personal information to any company we work with to fulfil your order.

Our Services

Right to Sub-Contract

Unless otherwise agreed the company shall be entitled to sub-contract all or any part of the work.

Timetable

The company will use its best endeavours to supply services or materials within the quoted timescale, but will not be of the essence within the contract and are subject to events outside of our control.

Our Products

Any images we use are for illustrative purposes and products may therefore vary slightly. All products are subject to availability. Any product ordered that is not available will be communicated with you regarding options. A variety of products are available via our website as well as at our showroom.

Quotations

Prices, quantities and delivery times stated in any quotation are not binding on the company. They are commercial estimates only which the company will make every reasonable effort to achieve.

Orders

Orders will be deemed to have been placed when confirmation has been received in writing from or on behalf of The Client and subject to a deposit being taken. Build sheets confirming what has been agreed as part of the Services offered by the company will be included in the process where necessary.

Pricing and Delivery Charges

All prices of products will be as quoted, and we take all reasonable care to ensure that the prices of products are correct at the time when the relevant information was communicated.

Pricing for services offered, including but not limited to conversions are estimates based upon several factors and are subject to being amended as part of the process. Where possible and necessary this will be communicated to the client. Any change requests by the client beyond the confirmed build sheet can incur additional costs and extended timescales for completion.

All prices quoted are plus VAT and shipping and are subject to change.

How to pay

Conversions

Services offered by us as part of but not limited to conversions can only be paid for by BACS, credit or debit card via the following methods: VISA debit & credit card, MasterCard debit & credit card, PayPal.

Products

Any products offered by us can be paid for by BACS, credit or debit card or finance via the following methods: VISA debit & credit card, MasterCard debit & credit card, PayPal.

Finance

Finance is offered on products only and is arranged at our Head Office. For more information or to apply please contact us at info@visiontechautomotive.co.uk.

Payments

Conversions & Other Services

Services including but not limited to conversions require payment terms as set out below:

A non-refundable deposit of £500 to secure a build slot

50% of conversion cost is required 8 weeks prior to commencement of any work.

25% of conversion cost is due on van arrival

Outstanding Balance due upon completion

Products

Payment for products is required in full prior to collection or delivery.

The Company reserves the right to increase a quoted fee in the event that the client requests a variation to the work agreed.

Delivery

Delivery is only available on certain products where possible via standard courier methods. Larger items and parts as part of services offered are conducted on a customer drop off and pick up only service.

Delivery prices are available on request where available.

Cancellation

Conversions

Due to the nature of services offered, once an order has been confirmed and work has commenced, cancellation of the order will only be accepted on the condition that any costs, charges and expenses already incurred, including those levied by any sub-contractor will be reimbursed to the company. Any work involving permanent modifications to the customers supplied goods will not be reversed at the cost of the company.

Products

If you change your mind you have the right to cancel within 14 days from the day you received your product. Unless the product is faulty or not as described you will be responsible for the direct cost of returning the product to us.

We will refund you the price you paid for the product less any shipping costs. We are permitted by law to reduce any refunds to reflect any reduction in the value of the products

Any refunds will be processed via the original payment method as soon as reasonably possible. Advice about your legal right to cancel, if you are a consumer, is available from your local Citizens' Advice Bureau or Trading Standards office.

Warranty

We offer a 3-year warranty on conversion work against workmanship and manufacturing defects on items produced by VisionTech. General wear and tear is not covered. Products supplied by other manufactures are covered by their own warranty (usually 12months).

Damaged or Defective Products

If products delivered to you are not as described, fit for purpose or of satisfactory quality at the time of delivery please ensure we are notified within 7 days. Replacement and refunds are at our discretion and are for products only. Any labour required to replace faulty or damaged products is not covered.

Our Liability

The Client shall fully indemnify the Company against any liability to third parties arising out of the Client's use of the Goods. We are not responsible for any loss or damage to any customer supplied goods arising from the use of our products and services irrelevant if the goods or services are damaged, defective or misused.

Events Outside our Control

We will not be liable or responsible for any failure to perform, or delay in performance of, any of our obligations under a Contract that is caused by an Event Outside Our Control.

An Event Outside Our Control means any act or event beyond our reasonable control, including without limitation strikes, lock-outs or other industrial action by third parties, civil commotion, riot, invasion, terrorist attack or threat of terrorist attack, war (whether declared or not) or threat or preparation for war, fire, explosion, storm, flood, earthquake, subsidence, epidemic or other natural disaster, or failure of public or private telecommunications networks or impossibility of the use of railways, shipping, aircraft, motor transport or other means of public or private transport. If an Event Outside Our Control takes place that affects the performance of our obligations: we will contact you as soon as reasonably possible to notify you. Where the Event Outside Our Control affects our delivery of Products or Services to you, we will arrange a new delivery date with you after the Event Outside Our Control is over.

Other important Information

Communication

If you wish to contact us in writing, or if any clause in these Terms requires you to give us notice in writing, you can send this to us by email. We will confirm receipt of this by contacting you by email.

If we have to contact you or give you notice in writing, we will do so by email.

All change requests to product orders or conversions must be in writing even if a verbal or face to face communication has taken place, this is to ensure all parties have confirmed the change and communicated any additional costs that will incur due to such changes needing to be processed.

Copyright

The Client acknowledges that the rights to the Goods are owned by the Company and that the Goods are protected by United Kingdom copyright laws, international treaty provisions and all other applicable national laws.

Risk of Loss

Any risk of loss or damage to the goods shall pass to the client upon delivery of the goods.