

## Willetts Share Holdings Limited trading as Willetts Automotive Terms and Conditions of trade

### 1. Payments.

- 1.1) All payments are due 14 days from the invoice date. Willetts Automotive reserves the right to hold your vehicle until the invoice(s) are paid in full or unless prior arrangements are agreed upon by both parties. Over due invoices will be subject to a 10% penalty fee of the total invoice amount plus recovery costs.

### 2. Authorisation and Approval.

- 2.1) Willetts Automotive will only ever carry out repairs and replacement of parts that has been approved by the vehicle owner.
- 2.2) If further work and/or parts are required, Willetts Automotive will notify you and gain your authorisation prior to continuing with the additional work.

### 3. Parts.

- 3.1) Parts sourced and supplied within New Zealand that are not required, must be returned within 7 days of purchase.
- 3.2) Overseas special-order parts must be paid in full prior to order and are non-refundable nor can be returned.
- 3.3) Additional freight charges may apply to returned parts sourced and supplied within New Zealand.
- 3.4) New parts comply in accordance with the Consumer Guarantees Act 1993.
- 3.5) Willetts Automotive will state the conditions and warranty period of 2<sup>nd</sup> hand parts as stated by the supplier in writing.
- 3.6) Willetts Automotive takes no responsibility for parts supplied by clients and that are requested to be fitted.
- 3.7) Genuine or OEM parts and fluids will always be used unless otherwise requested by the client.
- 3.8) Willetts Automotive reserves the right to decline the fitment and use of parts/fluids if deemed not fit for purpose or that may jeopardise the integrity of the Willetts Automotive.

### 4. Exchange Parts.

- 4.1) Where original parts are required to be sent for modification, these must be in good working order and pass all testing to qualify for exchange. Where parts fail testing, additional costs or substitute parts may be required in order to complete the exchange terms.
- 4.2) Willetts Automotive takes no responsibility for exchange parts that fail to comply with the conditions of exchange.
- 4.3) Should a client elect to refit the original exchange parts due to non-compliant exchange parts, the client is liable for the additional cost for Willetts Automotive to undertake such work.

### 5. Engine and Transmission Tuning.

- 5.1) All tuning is carried out by Willetts Automotive.
- 5.2) All tuning is a product from Weistec Engineering Inc.
- 5.3) Tuning is at the request and/or approval of the client.
- 5.4) Any tampering of ECU's or factory updates which wipes your tune will void any warranty and may result in the need for retune. Additional costs may apply at the client's expense.

### 6. Dyno and Power Runs.

- 6.1) At the request of the client, a dyno or power run can be carried out. Due to the vehicle being subjected to extreme forces outside normal driving conditions, Willetts Automotive takes no responsibility for any damages that may occur during the dyno or power run.

### 7. Workmanship.

- 7.1) Willetts Automotive honour a lifetime warranty on all work carried out to clients' vehicles

### 8. Estimates.

- 8.1) Estimates are done to the best of Willetts Automotives knowledge.
- 8.2) Estimates are valid for 14 days for all New Zealand sourced parts.
- 8.3) Overseas sourced parts prices are calculated on the current exchange rate at the time of estimate and are subject to change.  
8.3.3) Where overseas parts prices change within the 14-day period, Willetts Automotive will notify you prior to order and advise the updated price.

### 9. Freight.

- 9.1) Freight and delays of parts are out of Willetts Automotive control and we take no responsibility for delays.
- 9.2) Willetts Automotive will make every attempt to receive parts as quickly as possible but delays can occur with customs etc.

### 10. Warranties.

- 10.1) Modifications may void any manufacturer's warranty.
- 10.2) Willetts Automotive holds no responsibility for modifications that may breach various vehicle insurance policies. It is the client's responsibility to ensure modifications are disclosed with their insurer prior to commencing.
- 10.3) Any work carried out by non-Willetts Automotive personal, tampering, water ingress, software updates, incorrect use of fuel or conditions outside of Willetts Automotive recommendations will void any warranty.
- 10.4) Track use of vehicle will void any warranty on the vehicle.
- 10.5) Warranty applies to vehicles driven on New Zealand roads and under normal driving conditions.