

## **Air-Lift.co.uk (Intermotiv Limited) – Terms and Conditions of Sale**

In purchasing from Intermotiv Limited via air-lift.co.uk, by email or telephone you are hereby agreeing to the following terms and conditions of sale. Please save or print this information for your records.

### **Company Information**

#### **Company Description**

Air-Lift.co.uk is a part of Intermotiv Limited, company number 7142376 (hereon may be referred to as “we”, “us”, or other phrases denoting Intermotiv Limited in first person context). VAT registration number: 121 5029 62. We are importers for trade, retail and distribution of products manufactured by Air Lift Company USA, to the customer (hereon referred to as “you”, “they”, or other phrases denoting the customer in second or third person context). We can be contacted by the following methods:

#### **By Email** (our preferred method of contact)

[mail@air-lift.co.uk](mailto:mail@air-lift.co.uk)

We can also be contacted by email to [mail@intermotiv.com](mailto:mail@intermotiv.com)

#### **By Telephone**

+44 (0)208 133 3346.

#### **By Post**

Intermotiv Limited  
Arne House  
Old Rectory Lane  
East Horsley  
Surrey  
KT24 6QH  
United Kingdom

Please note that we do not serve customers at our premises.

### **Purchase Information**

#### **Payment methods**

We accept secure payments online using PayPal. Our PayPal email address is [mail@intermotiv.com](mailto:mail@intermotiv.com). We also accept cheques payable to Intermotiv Limited, or payment by bank transfer, please call or email for details.

#### **Associated Fees**

The final price displayed during the checkout process is inclusive of all charges and fees associated with the transaction, including shipping costs, and VAT unless otherwise stated.

#### **Dispatch Times**

Unless otherwise agreed, orders will only be dispatched once all items are available. The stock information given online is to be used as a guideline only, though we do try to keep this as accurate and up to date as possible.

Stocked items will usually be dispatched within 1 working day (24 hours) upon receipt of payment. If an item is not stocked we will contact you by email regarding an estimated delivery timeframe as soon as this is known to us. Please allow up to 3 weeks (15 working days) for delivery of non-stock items. Should there be any cause for delay we will do our best to contact you by email and keep you informed as your order progresses.

#### **Availability**

In the unlikely event that an item has been discontinued you will be contacted by email to discuss the options available to you. Should a replacement item of a compatible nature not be available you will be refunded in full, including shipping costs.

#### **Cancellation before shipping of goods**

From the time that payment is received your order will be processed and non-refundable charges will be applied within 24-48 hours of ordering. Cancellation of non-stock items prior to shipping may incur a cancellation fee. To avoid this it is best to discuss your requirements with us prior to ordering, or to email us with cancellation notice as soon as possible after ordering.

#### **Ordering In Error**

All orders are processed by hand, and if we find a customer's order looks very unusual we may contact you to confirm the order. For example if we see a customer has ordered multiples of a part where only one is required. We cannot guarantee this service however we try to ensure our customers pay for and receive only the items that are required to avoid unnecessary returns.

### **Pricing and Special Offers**

Prices and offers are subject to change without notice. If the price quoted was incorrect or adjusted during the ordering process, you will be contacted by email before the order is processed notifying of an additional payment, and thereby giving the opportunity to cancel. This is very rare and will be agreed at our discretion with all customers on an individual basis.

### **Our Right to Refuse Sale**

If for any reason we wish to refuse sale to any customer and refund payment, we reserve the right to do so. This is for our protection, for example if a price is quoted incorrectly, a discount code is not allowed.

## **Customer Returns and Refunds**

### **Faulty Items**

All items are checked thoroughly before dispatch, however if an item arrives damaged or faulty, please contact us by email to arrange for return within 15 working days from the day after the items are received. We will arrange for a replacement item or offer a full refund. We will request that you repackage the item securely, and ask that you post the item back to us at the address given above, or we will arrange for a collection by a dedicated courier service. Please note that there will need to be somebody at the collection address to hand over the parcel in this case. We will pay for the cost of return, or refund the price of posting provided this is reasonable in comparison to current pricing offered by the Post Office Limited. We will not be liable for additional charges relating to inconvenience, travel, time or other consequential expenses.

### **Incorrect Size or Fitment**

Due to variations in vehicle model and manufacturing year, it is possible that fitment may differ for a specific vehicle. If you purchased an item from us that was listed specifically for your application and find that it does not fit as it should, please contact us using the above methods within a 15 working days of receipt, and we will endeavour to find an alternative item to suit your requirements, or otherwise a refund will be issued upon the return of the item(s).

Please note that for orders where dimensions have been specified and a custom system has been produced to the customer's own specification, the item(s) will be treated as custom made, and as such we reserve the right to refuse refund, or apply a restocking fee as outlined below. We will endeavour to help to find a better fitment should you wish us to do so.

In either case please ensure that any items to be returned are undamaged, charges may apply if any item arrives back to us damaged. If an item is damaged during the fitting process please inform us of this beforehand and we will conclude this on an individual basis, but you may still be charged.

Intermotiv Limited will not be liable for any damages incurred to any vehicle during fitting.

### **Return of Unwanted Items**

If for any reason you are unhappy with your order, you may return it to us within 10 working days from the day after the items are received for a refund, provided that the items are unused, undamaged, and in a resaleable condition. Should this not be the case we may charge for replacement or repair.

Please note that we do not refund postage charges on unwanted items under most circumstances, and recommend that you insure the shipment to the full order value. The customer is responsible for the items from the moment they are received until they arrive back to InterMotiv Limited and are deemed to be in good condition.

Unless otherwise agreed by us, the customer is to pay any return postage fees.

### **Restocking Fees**

Due to the nature of the products we provide, there are certain items that when returned will require a restocking charge to be deducted from your refund. This is unavoidable in some cases due to the costs required in returning goods to the overseas manufacturer, and generally applies only to items that are not normally stocked and are ordered specifically for the customer. The total amount of this charge will vary, but in normal circumstances would be around **15%** of the total order value. However in rare circumstances where an order consists of custom items this may be up to **30%** of the total order value.

If you are unsure of whether these charges will apply to you please contact us prior to ordering.

### **Refunds**

Refunds will only be issued once the items have been returned to us. Once the items have been returned we will inform you of this and will process the refund within two working days. Please allow up to 10 working days from this point for refunds to clear. Refunds will be given in the original method of payment, e.g. PayPal.

If an item arrives back to us and is not in the expected condition we will inform you of this and may charge for the cost of repair or replacement, or deduct this from your refund amount.

## **Installation, Usage and Liability Information**

All products sold by Intermotiv limited are sold on the assumption that the customer or a third party will undertake the installation where applicable. Product installation instructions are provided and available in digital format on request. The installation is likely to require some degree of mechanical knowledge, and as such should only be undertaken by a competent person who understands the correct practices and risks involved with automotive maintenance.

Intermotiv Limited will not be held responsible, accountable or liable for any loss, damage, injury or other consequential damages that may arise from the installation or use, whether correct or incorrect, of the products purchased.

## **Warranty Information**

The warranty on each item, where applicable will be listed on the product information web pages. Proof of purchase may be required.

Air Lift Company USA warrants its products, for the time periods quoted for each item. To the original retail purchaser against manufacturing defects when used on catalogue listed applications on cars, vans, light trucks and motorhomes under normal operating conditions for as long as Air Lift manufactures the product.

The warranty does not apply to products that have been improperly applied, improperly installed, used in racing or off-road applications, used for commercial purposes, or which have not been maintained in accordance with installation instructions furnished with all products. The consumer will be responsible for removing (labour charges) the defective product from the vehicle and returning it, transportation costs prepaid, to the dealer from which it was purchased or to Air Lift Company for verification.

Air Lift Company USA will repair or replace, at its option, defective products or components. A shipping fee may apply.

Product failures resulting from abnormal use or misuse are excluded from this warranty. The loss of use of the product, loss of time, inconvenience, commercial loss or consequential damages is not covered. The consumer is responsible for installation/reinstallation (labor charges) of the product. Air Lift Company and Intermotiv Ltd reserve the right to change the design of any product without assuming any obligation to modify any product previously manufactured.

## **Custom items**

### **Definition**

Intermotiv Limited class a custom system as any item which is not listed specifically for the customer's vehicle, usually where the customer provides certain measurements and/or pictures, and has agreed upon purchasing the chosen item(s).

### **Procedures**

Custom items, due to their nature, may not be accepted for return or refund. An exception may be made at our discretion, but a fee will most likely apply. If an item arrives to the customer in a damaged condition we will replace the damaged item free of charge.

### **Liability**

In purchasing and installing a custom item, it is the responsibility of the customer and/or installer to ensure that the system is safe and fit for use as the product is intended. Intermotiv Limited will not be held liable for any loss, damage, injury, death or consequential damages in the event of product failure.

## **Customers Outside of the UK, and Non-English Speaking Customers**

### **Applicable International Laws**

As Intermotiv Limited is an established company within the United Kingdom we are bound by and comply with and are governed by the laws of England and Wales.

### **Other Languages**

Any translations given, either by employees of Intermotiv Limited or on the Air-Lift.co.uk website are for guidance purposes only. As such we cannot be held responsible for any problems caused by inaccurate translations. Our Terms and Conditions, and instruction manuals (where applicable) are written in English only. We regret that at this time we have no plans on professionally translating our written information.

While we will gladly supply all products to most countries worldwide, we regret that we can only converse in English at this time, and request that any discussion is dealt with via email. Intermotiv Limited will not be held responsible for any errors that occur due to miscommunication.

### **Use of Personal Information**

#### **Storage of Customer Details**

Upon ordering from Intermotiv Limited your details will be entered into our private, encrypted database. This is not accessible publicly either online or by other means, and will only be used for bookkeeping and order reference only. Your card information and passwords will not be stored or made accessible to us at any time.

#### **Treatment of Customer Data**

We take our customer's privacy and confidentiality very seriously. We will never share your personal information with any third party. We do not like unsolicited "Spam" emails, post or telephone calls, and will never knowingly subject our customers to this.