



Terms & Conditions

General Terms & Conditions

- The Wheel Restorer endeavours to refurbish all wheels to the best of our ability but cannot be responsible for any unforeseen problems such as poor casting, hidden cracks, or excessive corrosion. These problems may only become apparent upon removal of the existing wheel coating. If the company does not believe a cosmetically acceptable or safe finish can be achieved, the customer will be contacted to discuss options before further work is undertaken.
- The Wheel Restorer reserves the right to refuse to complete the refurbishment process if they discover at any point during the process that the wheel will not in the opinion of the company employees be safe. Wheels which are classed as in 'very poor condition' may incur an additional charge. The customer will be contacted before any additional charge work is completed. Customers should be aware that certain high gloss finishes show blemishes more readily, such as Black Chrome or Bright Silver. We cannot guarantee to make your wheels perfect but will ensure they are significantly improved. Should a customer request a new finish or show wheels additional charges will apply and be calculated on an hourly basis plus materials.
- The Wheel Restorer will do the utmost to meet any target completion time-scales given at the time a wheel refurbishment is booked. Target completion times, however, are just that 'targets'. The Wheel Restorer accept no responsibility for unforeseen delays within the process as some wheels may take longer than standard within any given process.
- The Wheel Restorer recommends that new wheel valves be fitted when the company is undertaking the replacement fitment of the tyres. Rubber vales are supplied with the standard published prices list. Alternative valves such as metal, chromed sleeved, hidden, or small rubber, are available at an extra charge. The Wheel Restorer accepts no responsibility for leaks around old valves that have been fitted at the customer request.
- The Wheel Restorer reserves the right not to re-fit damaged or illegal tyres.
- Vehicles / wheels will not be released until payment is made in full. Vehicles / wheels not collected within agreed timescales will be subject to a storage fee. The Wheel Restorer will make every endeavour to contact customers with respect to collecting their wheels, however, wheels not collected within 6 months of completion will be sold to recover costs.
- The Wheel Restorer accepts no responsibility for the transport of wheels delivered and / or collected by couriers engaged by the customer. Customers should ensure that any courier they engage is adequately covered. Any courier contracted by The Wheel Restorer will carry adequate insurance.

Additional Terms & Conditions (Car on Site)

- All customers vehicles must be fully covered by their own insurance whilst left with The Wheel Restorer. All vehicles must be supplied with the locking wheel nut keys for removing and fitting wheels where applicable. The Wheel Restorer accepts no responsibility for goods or articles left in the vehicle.
- The Wheel Restorer is not responsible for resetting any vehicle computers used for monitoring tyre pressures. Owners should refer to their vehicle manual for this function.
- Where The Wheel Restorer fits wheels to the customers vehicle, staff will ensure that the wheel bolts will be properly torqued using the appropriate tools. Customers are, however, responsible for re checking wheel bolts after an initial bedding in period of 50 miles and at regular points thereafter as part of a standard maintenance routine.

Warranty

- **PAINTED WHEELS** - All of our painted wheels come with a 12 month warranty against any paint defect, subject to the damage not having occurred as a result of driver damage or the use of corrosive cleaners which will dull and damage lacquer over time.
- **DIAMOND CUT WHEELS** - given that lacquered bare machined alloy is not a strong or long lasting finish coupled with our climate, the majority of wheel refurbishers will only offer a very limited or no warranty for this service. With this in mind, however, we have developed what we believe is a fair compromise for our customers who wish to retain this finish.

Defect occurring within 3 months, (subject to the damage not having occurred as a result of driver damage or the use of corrosive cleaners which will dull and damage lacquer over time.)

- a) Have the wheels diamond cut again at no charge but with no renewed warranty i.e if they fail again they are

out of warranty

b) have the wheels painted with a fully renewed 12 month warranty as listed above

c) have the wheels diamond cut but not lacquered with a 12 month warranty on the painted areas of the wheel only.

Defect occurring within 6 months, (subject to the damage not having occurred as a result of driver damage or the use of corrosive cleaners which will dull and damage lacquer over time.)

a) have the wheels painted at 50% charge of the normal cost with a fully renewed 12 month warranty as listed above

b) have the wheels diamond cut but not lacquered with a 6 month warranty on the painted areas of the wheel only.

- TWO PIECE WHEELS - are subject to the same general terms as listed above i.e. painted and diamond cut areas. A 12 month warranty is offered against the wheel bolts coming loose, however no warranty is offered on the bolts themselves unless new bolts have been supplied by The Wheel Restorer.
- POLISHED WHEELS / WHEEL PARTS - no warranty is offered on any polished part as the duration of the finish is subject entirely on how well they are maintained and cleaned on a regular basis and not suitable for everyday use. Polished parts are only recommended for show purposes.