**GENERAL TERMS AND CONDITIONS**

If you buy with us, these terms and conditions give you all the information you need.

These general terms and conditions and the policies, may change from time to time so please check these before making any purchase.

**USING OUR WEBSITE AND SHOPPING WITH US ONLINE**

**Information on our website**

We try our best to make sure that all information on our website, including descriptions of our products and listed prices are accurate at all times. However, if we do make a mistake we’ll try to resolve it as soon as possible. If we spot that an error has affected your order we’ll do our best to let you know.

Pictures and images on our website are for illustration purposes only and products may vary.

**Product availability**

All products are subject to availability and so we may not be able to supply your order if the product is unavailable. In unforeseen circumstances and with or without notice we may have to stop selling products either temporarily or permanently.

**Security**

Please make sure that your login details, password and all your other account details remain confidential at all times. If you know or suspect that the security of your account is at risk, you should contact us.

**Eligibility to order products**

You can only purchase from GotTuned if you are aged 18 or over. You will need an active email address and a telephone number so that we can easily contact you.

**Upgrading turbocharger**

Turbochargers sent to be upgraded must be in good working order and free from damage, if damage is found we will assess and inform you of any extra charges.

**Placing your order**

Your order counts as an offer to purchase goods from us.

After placing your order, you will receive an Order Acknowledgement email. This contains details of the products you have ordered, the total cost of the order including delivery and an order number. It also constitutes the VAT receipt for your product(s).

**Order acceptance**

Although we hope to be able to supply all products ordered, we reserve the right, at our discretion and without the need to give reasons not to accept any order at any time. If we refuse your order we will let you know as soon as reasonably possible.

Acceptance of your order will take place when you place a order at the checkout. After a order is placed you have entered a binding contact with GotTuned s.c. and you accept all Terms and Conditions. Until the order of the product(s), no contract will have been formed between us.

Bank Transfer payments still follow to the binding contract, but GotTuned does not take acceptance of order untill funds have cleared.

**Payment**

You can pay with all major credit and debit cards and bank transfers. We will take payment from your card at the time you place your order. If for any reason we are unable to accept your order we will provide you with a full refund within 14 days.

We use Stripe and PayPal for all our card payments via website transactions.

**Pricing**

Unless otherwise stated all prices shown on TTE Global Ex-VAT and other applicable taxes. The product prices shown do not include the delivery fee, which will be added to your total order price upon checkout.

If your company or persons are VAT registered withing the EU and have a vaild VAT IDentificationI Number (please note we will check with governing bodies) the VAT will be deducted at the checkout process.

**Promotaional Sales**

We offer different Promotional Sales tailored to specific customer groups (Trade or Retail). Promotional Sales targeted at a specific group (Retail) are non transferable to another group (Trade) and vice versa.

We have the right to remove or stop a Promotional Sale at anytime or cancel specific customer orders. Orders placed 24hrs before or after a Promotional Sale will not qualify for the Promotional Sale discount.

Only one Promotional Sale will run at one specific time and only one Promotional Voucher can be used at one time.

**Pricing errors**

If we discover an error in our pricing, we will inform you as soon as possible and you will then be given the option of cancelling or re-confirming your order at the correct price.

If for any reason we are unable to contact you using the contact details you have provided we will treat the order as cancelled and notify you by email.

Any paid cancelled orders will be refunded within 14 days of notice of the cancellation.

**Delivery dates**

For parcel deliveries you will automatically be allocated the earliest delivery date possible.

We aim to deliver your order within 30 working days of purchase, depending on stock availability and the delivery address. We will deliver your order within the given timeframe unless otherwise agreed between us.

We will try our best to meet the delivery dates, however there may be times where we are unable to do this and your confirmed delivery date will be changed.

Some of the products sold by TTE Global are custom hand made and there will be delays when in high demand, but we will keep you informed on any such delays.

**Damaged items**

If you notice any damage to items following delivery, please notify TTE Global Customer Service as soon as possible after delivery. Please keep any damaged product so that we can inspect it.

If you are returning a product due to damage that has occurred in the delivery to you then please take images showing the damage to both the packaging and the product, and send them by email to us prior to packaging the damaged item for return.

Items damaged in transit will need to be inspected by the manufacturer so please contact us soon as delivered.

**RETURNS**

We do not accept returns on any products sold by TTE Global as are custom made to order. However.

If your goods are faulty or damaged on delivery, we will exchange or issue a refund subject to terms and conditions. Goods must be returned in the original packaging(without being installed or used), and with all seals and enclosures intact, within 14days of the dispatch date, no refunds will be issued after 30days of the dispatch date. Before a refund is issued the goods must be returned to the manufacturer or Sharp Motorsport LTD and inspected by the manufacturer which will be stated in returns process form issued by TTE Global.com. Once goods have been received they will be inspected and restocking fee or cancellation may be applied, as well as admin fees upto 2.5% of the original order.

**CANCELLATION**

Due to the large number of orders we receive, we have an automatic invoicing system. For any changes to your order, contact us immediately after placing the order. We can attempt to stop or amend your order before it's dispatched or produced. If it is not possible, we will advise you on the next steps. Please be aware if you cancel your order after the product has been specifically made for you then you will be charged a cancellation fee or restocking fee. Goods must be returned in the original packaging(without being installed or used), and with all seals and enclosures intact, within 14days of the dispatch date. no refunds will be issued after 30days of the dispatch date. Before a refund is issued within the given time frame the goods must be returned to the manufacturer or Sharp Motorsport LTD and inspected by the manufacturer which will be stated in returns process form issued by TTE Global.com, no shipping costs will be refunded. Once goods have been received they will be inspected and restocking fee or cancellation fee may be applied.

**WARRANTY**

TTE Global sells parts designed for use in motorsport only. Given the nature of their intended use, we only supply a limited\* warranty with the parts sold by TTE Global. Please call for specific warranty information on each product. Each manufacturer may supply different timeframes and warranties for their products.

\*Manufactures Warranty is only applicable to the original owner. This warranty does not cover labor, misuse, faulty installation, failure of related parts. All items are warranted to be free from defects in the materials and workmanship prior to installation.

TTE Global reserves the right to verify with manufactures any reported faults in the products in unclear situations.

It is the buyer’s responsibility to ensure that the products purchased from TTE Global are fitted correctly by an experienced professional and for their intended use, while using the correct associated hardware. Failure to follow these guidelines will void any warranty. TTE Global will not be responsible for any loss or damage.

**OUR LIABILITY**

We will not be liable to you for any loss of revenue, profits, anticipated savings, goodwill or business opportunity, for any injury to your reputation or for any losses that are not reasonably foreseeable by both of us at the time your purchase is made or your order is accepted.

Despite the limitations in paragraphs above, we do not in any way limit our liability to you for death, personal injury or fraud.

Where you buy as a consumer, these general terms and conditions and the returns policy will not affect your rights under law which cannot be otherwise excluded. For more information contact your local Citizens Advice Bureau.

**Waiver**

If you breach these terms and conditions or the returns policy and we take no action, we will still be entitled to use our rights and remedies in any other situation where you breach these terms and conditions or returns policy.

**Our Details**

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