

Buy It Online Ltd (BIO Group) offer a full warranty period on all goods used within the 12-month period from purchase and installation.

The below agreement is accepted upon review of this document and is accepted by both parties upon purchase of any goods with the exemption of WS Goods.

Warranty Agreement & Procedures

15.1 Subject to clause 15.6 and the provisions within our terms and conditions relating to WS Goods, each of the goods (Except Adhesives which shall include “stick-on-glass” and accessories) are supplied with the benefit of a warranty period given by the Goods’ manufactures (details of which will be provided to you with the Goods or otherwise on request (“the Warranty”) provided that you comply with the conditions set out in clause 15.2 as well as any provided with the Warranty (“Warranty Conditions”).

15.2 If goods become faulty during the period of the warranty for reasons unconnected with your use, omissions or misuse, the Goods are qualifying Goods as per clause 15.2.2, the following two options may be applicable to you (subject to clause 15.6):

15.2.1 You must notify us in writing by completing a warranty claim form (including full description of the fault) and return such Goods. Goods shall be returned to the manufacture for review and testing where relevant to your description of the fault. Based only on the manufacture’s opinion and further subject to clause 15.5 and 15.6, we will repair, (or at our sole option) replace such Goods with the same or superior Goods, without charge (when possible) or not provide any of the aforementioned. The manufacturer’s advice shall be final, and binding and we shall have no further liability to you. If Goods become faulty after expiry of the Warranty period, we will not be held liable for any replacement or repairs that you request for such Goods.

15.2.2 Certain Goods qualify for our “online activated” exchange procedure (details of which Goods quality can be found on individual product pages) Should the Goods you purchased qualify and comply with our Warranty conditions, they can be exchanged for an immediate replacement of the same Goods purchased (for the avoidance of doubt, no other Goods can be exchanged for the Goods purchased and only a like for like exchange will be offered) and we shall waive our right to have the Goods previously purchased by you and returned for exchange, to be tested. You must note that should you choose the “online activated” exchange, we will return the Goods purchased to the manufacture and/or have them destroyed, and you will have no rights to make any further claims (such as those listed within Limitation of Liability) in relation to the Goods returned. You will need to complete a warranty claims form (which can be downloaded below) without which your claim will not be valid, confirming your acceptance to our “online activated” exchange procedure.

15.3 Your sole remedy in respect of a failure of the Goods to comply with the Warranty is as set out in the Warranty Conditions.

15.4 We will be afforded reasonable opportunity and facilities to investigate any claims made under the Warranty and you will if so, requested in writing by us promptly return any Goods that are the subject of any claim and any packaging materials securely packed and carriage paid to us for examination.

15.5 We will have no liability with regard to any claim in respect of which you have not complied with the warranty claim procedure in the Warranty Conditions.

15.6 The above Warranty is given by us subject to us having no liability in respect of any defect arising from wear and tear, wilful damage, negligence, modification(s), tampering, incorrect and/or inadequate/inexperienced installation by you and/or a third-party, abnormal working conditions, failure to

follow our and/or the Goods' manufactures' instructions (whether oral or published), misuse or alteration or repair of the Goods without our approval or for Goods fitted to any vehicle that is modified contrary to the Vehicle manufactures' specifications and/or default factory settings.

15.7 All Goods must be installed by a qualified, experienced individual and/or third party. We will have no liability where Goods have not been installed adequately or not in compliance with our and/or manufactures instructions.

15.8 Evidence must be provided of the installation date clearly displaying the time and date of installation along with installation methods and/or labour charges incurred. We reserve the right to make contact with any third-party to confirm installation details provided to us without first notifying you.

15.8.1 You hold no rights in respect of reserving this information when following our Warranty Conditions. This information must be made available along with the Warranty Claims Form at the earliest available date and/or provided in writing along with return of the Goods.

Limitation of Liability

16.1 Subject to the provisions of these terms, the following provisions set out our entire financial liability (including any liability for the acts or omissions of our employees, agents, and sub-contractors) to you in respect of:

16.1.1 any breach of these terms.

16.1.2 any representation, statement or tortious act or omission including negligence arising under or in connection with the Contract.

16.2 All warranties, conditions and other terms implied by statute or common law (save for the conditions implied by section 12 of the Sale of Goods Act 1979 (as amended)) are, the fullest extent permitted by the law, excluded from the contract.

16.3 Nothing in these terms excludes or limits our liability:

16.3.1 for death or personal injury caused by our negligence

16.3.2 under section 2(3) of the Consumer Protection Act 1987

16.3.3 for fraud or for fraudulent misrepresentation

16.3.4 for any matter for which it would be illegal for us to exclude, or attempt to exclude, our liability

16.4 Subject to clause 16.3, we will not be liable to you for:

16.4.1 Any indirect or consequential, special, or punitive loss, damage, costs, or expenses

16.4.2 loss of profit

16.4.3 loss of business

16.4.4 loss of income or revenue

16.4.5 loss or corruption of or damage to data

16.4.6 waste of management or office time

16.4.7 depletion of goodwill

16.5 without prejudice to clause 16.3, our total liability to you under or connected with these terms will not exceed one hundred per cent (100%) of the price paid for the Goods and/or Services for any one event or series of connected events.

Law & Jurisdiction

17.1 This contract will be governed by English Law and you consent to the exclusive jurisdiction of the English courts in all matters regarding it.

Contact Information

Legal Support & Compliance | legal@buyitonline.ltd

Downloads |

Warranty Claim Form.pdf

Warranty Agreement.pdf

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