Terms & Conditions

K&H Tyres & Wheels
834 London Road, Leigh-on-Sea, Essex SS9 3NH
01702 474711 | info@khtyresandwheels.com

1. What these terms cover

These terms apply to tyres, wheels and parts we supply, and to tyre fitting, MOT testing, servicing, diagnostics and repairs we agree to carry out for consumers. References to “we” and “us” mean K&H Tyres & Wheels.

2. Enquiries, estimates and approval

Submitting an enquiry or requesting a quote through the website does not commit you to an order. We agree the work and price or estimate with you before we start. If we identify extra work, a price increase or the need for a substitute part, we will explain the options and ask for your approval before proceeding. Any diagnostic charge will be explained before you authorise the diagnostic work.

3. Tyres, wheels and fitting

Please give us accurate vehicle details and tell us about any wheel or suspension modifications. We will confirm suitability before fitting. A puncture repair depends on the condition of the tyre and whether it can be repaired safely. If we find that replacement is needed, we will discuss the options and cost with you first.

4. Completion, collection and payment

We will give you an estimated completion time and let you know if it changes. We will contact you when your vehicle is ready. Payment for agreed work and goods is due on collection unless we agree otherwise. Consumer prices include VAT where applicable.

5. Changes, cancellations and distance contracts

If you need to change or cancel a booking, please call or email us. When a contract is concluded online, by phone or off our premises and a statutory cancellation right applies, consumers generally have 14 days to cancel. The start of that period depends on whether the contract is for goods or services. Where applicable, we will explain the cancellation procedure before you commit. If you expressly ask us to start a service during the cancellation period and then cancel, a proportionate charge may apply where the law permits.

6. Your rights and concerns

We will carry out services with reasonable care and skill. Goods we supply must be of satisfactory quality, fit for purpose as required by law and as described. Any applicable warranty is in addition to your statutory rights. If you have a concern about goods or work, contact us using the details above so we can investigate. Nothing in these terms limits your statutory rights.