

# Click & Collect, Deliveries & Returns.

## **CLICK & COLLECT**

Click & Collect Service Shop online from the comfort of your home and have your items ready for collection by visiting the store. Save time by ordering in advance and let us prepare your order for collection. Larger items can be delivered by arrangement.

### **Is there any additional cost?**

Our Click & Collect is a FREE service, so you only pay the price of the items ordered and collected. In the event the item is subsequently delivered, please see charges schedule under Deliveries below.

### **How Do I Use Click & Collect?**

Simply add items to your cart and from the checkout choose the Click & Collect option. Enter your payment details at checkout and place your order. You will receive an email confirming your order has been received. You will receive a second email / SMS message that your order is 'ready for collection' at which point you can visit our store to collect your order. Please do not attempt to collect your order without receiving the confirmation that your order is ready as this may cause delays. We do our best to have Click & Collect orders ready within 2-3 hours of placing the order.

### **Where Do I Collect and pay In-Store?**

Visit our customer service desk inside the front door of the store. If you are collecting a 'Yard item' you still need to come into the store so that your payment can be processed.

### **When Can I Collect my order?**

You will have 2 working days from the original date your order was placed to collect your order. If your order is not collected within this timeframe, the products may be re-sold.

### **What Happens If My Ordered Item(S) Is Not Available?**

On the rare occasion that an item is not available we will contact you to discuss your order. If a product is "Available to order" we will organise collection from the supplier and contact you to arrange your collection.

### **Can I Cancel My Click & Collect Order?**

If you wish to cancel your order, you can do so by sending an email to [customerservice@tractamotors.ie](mailto:customerservice@tractamotors.ie) or calling us on 049 43 75900

# Delivery

## **Timescales for delivery**

We will always try our best to meet the estimated delivery timescales we give you. However, we cannot be held responsible for any failure to deliver your order within the stated timescales, provided we deliver the Products within 30 days of receiving your payment, or within a longer time period if we've expressly agreed this with you. If we can't deliver your order within this timescale, we'll let you know and give you the opportunity to either wait for the Products or cancel your Contract.

If you choose to cancel, we'll give you a full refund including any delivery charges that apply. We strongly recommend that you don't book fitters or tradesmen until we've delivered your order in full and you've checked it over. Please note that we can't be held responsible for any charges made by fitters or tradesmen as a result of your order not being delivered, or because you didn't check your delivery before booking their services.

## **Number of deliveries**

We'll always try to make one single delivery where possible, to minimise inconvenience. However, this may not always be possible. Where your order contains a mixture of Products with different delivery lead times, the longest lead time will always apply to the entire order.

## **Receiving your deliveries time for redelivery.**

We may need to make an additional handling charge for this. If no one is available to receive the redelivery, we may cancel your order and refund your payment, minus any delivery and handling charges.

## **Faulty Products and Products delivered damaged**

### **Your rights**

In the unlikely event that a Product is faulty, not as described or delivered damaged, your rights are set out in our Terms of Trading policy. If you're ordering Products from us as a consumer rather than in the course of your business, you may have additional legal rights and nothing in these Terms will affect these rights.

## **Please contact us if there's an issue**

If there are any issues with the products you've ordered, please contact us straight away so we can help. You can call us on 049 43 75900. Please have your order number to hand as well as details of the affected Product(s). If we offer you a refund, this will be credited to the card or account used to purchase the affected Product(s).

## **Statutory right to cancel if you're a consumer**

### **Consumer Rights**

If you're ordering Products from us as a consumer, you have a statutory right to cancel any online or telephone orders (excluding orders for bespoke or made-to-measure Products) and receive a full refund, including standard delivery charges. This is your Consumer Right to cancel an order and it applies in addition to any other rights set out under these Terms.

### **How to exercise your Consumer Rights to cancel an order**

To exercise your Consumer Right to cancel an order, you must contact us at any time before the Products are dispatched or within 14 days of delivery, starting on the day after your delivery is made. If your order is delivered in multiple shipments, the 14-day period starts the day after the last instalment is delivered. If we receive your cancellation notice outside these timeframes, your Consumer Right to cancel an order will not apply. Please also note that if you exercise your Consumer Rights after the Products have been delivered, you will be responsible for returning the Products to us at your own expense and within 14 days of cancelling your order.

### **How to return Products that have already been delivered to you when you've exercised your Consumer Right**

You can return any Products to Tractamotors, along with proof of purchase. Or, you can arrange for us to collect the Products by calling us on 049 43 75900, with your order number and details of the Products you want to return. We will then arrange for the Products to be collected. Please note that our minimum charge for this collection service is 15% of the order value and maybe more depending on your location and product type.

### **Your refund when you exercise your Consumer Rights to cancel an Order**

We will refund the money for your returned Products as soon as possible and no later than 14 days after receiving them back. The refund will be made to the debit or credit card you used to pay for the Products. Please note that we have the right to reduce the amount of your refund to reflect any decrease in the Products' value that has resulted from the manner in which you have handled them.

## **Other cancellations/returns**

Unless you have a consumer right to return a product or faulty/defective Product any cancellations/returns and refunds are at our discretion. To enquire about cancellations and returns, please call 049 43 75900 with your order number, product details. Contact information and phone number. If we do accept a return of the Products, they must be returned in their original condition within 30 days of the date of delivery to you. You'll be responsible for returning the Products to us at your own cost and we may deduct a restocking charge from the amount of your refund.

## **Deliveries**

### **When and where we deliver**

We deliver Monday to Friday (except Bank Holidays), between 8:30am and 5pm.

A valid signature from a member of your household will be required for all deliveries (a person 18 years or older). You will then become the owner of the items and Tractamotors Ltd will not be liable for their loss or destruction from this point.

We work to deliver any item in stock within 2-5 working days, and will notify you if this is not possible. Please note if a product is shown as 'Available to Order' this means that the product is not in stock and we need to order it from our supplier. Once the supplier delivers to us, we will ensure that this product is delivered to you as quickly as possible. We will indicate on the order confirmation email an estimated delivery timeframe.

### **Delivery Costs**

A standard delivery charge of €6.99 inclusive of VAT will apply for orders under €99. Delivery is Free for orders over €99.

We can offer delivery at a negotiated price for bulk/heavy items, pallets, partial or full truck loads.

## **RETURNS**

To return a product, email [customerservice@tractamotors.ie](mailto:customerservice@tractamotors.ie) Please quote your order number, the date of purchase, your name and contact details, the item you wish to return and the reason.

1. Notice of claims for damage to goods or shortages must be given within 24 hours of receipt.

2. The Buyer has the right to cancel the contract for a purchase within 14 working days (from the day after the Buyer receives the goods). A full refund of the value of the goods will be made, as long as the goods are unused. Please Note: Special order items may not be returned unless faulty or delivered in error.

3. The Seller will not refund the cost of carriage in the event of a return, and please note that you may be responsible for the cost of returning the goods unless the item is faulty or was delivered in error.

4. If you have any questions about returning a product please contact us on 049 43 75900 or email [customerservice@tractamotors.ie](mailto:customerservice@tractamotors.ie)

## FAQ

### **When will I get a receipt for my online order?**

When you place an order you will receive an order confirmation via email. You will also receive a receipt, which includes a VAT breakdown, once you receive your product(s).

### **I never received a confirmation email, what should I do?**

Depending on your anti-spam settings, your mailbox may be identifying our confirmation email as spam. If you have checked all of the above and you have still not received it, please contact us [customerservice@tractamotors.ie](mailto:customerservice@tractamotors.ie)

### **Will I receive confirmation that my order has been dispatched or is ready to collect?**

Yes. We will send you an email when your order has been dispatched or is ready to collect. If there is a delay in getting your order to you, we will email/call you. If you do not hear from us 48 hours after placing your order, please contact us [customerservice@toc.ie](mailto:customerservice@toc.ie)

### **Changing delivery information for your order.**

If for any reason you need to amend details on your order, please contact our Customer service team to get it changed. We may not be able to change this information if your order has already been processed, but we will do our very best!

If you have any further questions, please contact us (Monday - Friday 8am - 6pm, Saturday 9:00sm to 6:00pm) or send us an email and we will respond within 24 hours.

[customerservice@tractamotors.ie](mailto:customerservice@tractamotors.ie)