

Terms of Service

- RS Alloys 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. If then we do not believe a cosmetically acceptable or safe finish can be achieved, the customer will be contacted to discuss options before further work is undertaken.
- Customers who suspect that any of their alloy wheels may have a buckle must inform RS Alloys prior to any refurbishment works commencing and RS Alloys will check and inform the customer if a buckle is discovered.

Removing or straightening any buckles is not part of RS Alloys refurbishment process. Please note that all wheels are NOT checked for buckles prior to any works undertaken.

- Customers who require centre caps painting should note that this is NOT part of the wheel refurbishment process and an additional charge of £30 will be added for this service.
- Customers must supply the tool kit and any locking wheel nut keys for their removal. RS Alloys can remove locking wheel nuts if the key is not available at an extra charge of £65.
- Vehicles left with us must be covered by the owner's insurance, we will not accept responsibility for items left in vehicles. On arrival the vehicle will be checked by a member of staff and obvious damage on the vehicle will be recorded before you leave the premises. We will not be held responsible for any damage if the car is dirty or wet as the vehicle cannot be inspected properly.
- Vehicles will be stored inside overnight whilst we carry out the agreed work for the duration of the booking period. If the car is not picked up on the agreed date then the vehicle will be stored outside. RS Alloys will not be responsible for any thefts or damage whilst the vehicle is parked outside overnight.
- RS Alloys 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.
- RS Alloys will do their best to colour match wheels, However we cannot guarantee an exact match on all wheels. We will notify the customer before we carry out any work if we are unable to get a close colour match
- RS Alloys will do the utmost to meet any target completion time-scales given at the time of booking a wheel refurbishment. Target completion times, however, are just that 'targets'.
- RS Alloys accepts no responsibility for unforeseen delays such as power failures or mechanical breakdowns.

- Wheels will not be released until payment is made in full. Wheels not collected within agreed time-scales will be subject to a storage fee of £10 a day. RS Alloys will make every endeavour to contact customers with regard to collecting their wheels, however, wheels not collected within 28 days of completion will be sold to recover costs.
- RS Alloys accept 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 RS Alloys will carry adequate insurance.
- RS Alloys are not responsible for resetting any vehicle computers used for monitoring tyre pressures. Owners should refer to their vehicle manual for this function.
- Where RS Alloys fits wheels to the customer's vehicle, our employees will ensure that the wheel bolts are 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.
- RS Alloys cannot guarantee to remove all locking wheel nuts. Whereby the locking wheel nut has been over tightened, or the nut thread has corroded onto the hub making it tight, a removal fee of £65 will be charged to cover costs of removing the locking wheel nut.

Warranty

- RS Alloys reserve the right to cease work on two piece wheels if the bolts are corroded or the wheels have been taken apart before (the bolts holding the wheel together tend to snap). As a result the costs involved to refurbish these wheels will increase. RS Alloys will contact the customer to advise and take further instruction. RS Alloys will not be held responsible for putting right these wheels.
- 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. Wheels which have seen corrosion repair are also excluded from this warranty as there may be hidden corrosion we cannot see when undertaking the repair. We will endeavour to remove all corrosion from the wheel. Wheels that have been colour matched or those wheels that have been custom finished are excluded from this warranty.
- Two Piece Wheels/Split Rims – 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 RS Alloys.