

STEINBAUER Tuning Technologies UK Ltd

Terms & Conditions of Sale

Effective date: 20 August 2026 | www.steinbauer.uk | info@steinbauer.uk | 01553 829990

These Terms apply to purchases made through our website, directly from STEINBAUER UK, by telephone, email, quotation or invoice. Certain provisions apply differently depending on whether you are buying as a Consumer or as a Business/Trade Customer. Nothing in these Terms affects statutory consumer rights that cannot legally be excluded or restricted.

1. About STEINBAUER UK

STEINBAUER Tuning Technologies UK Ltd ("STEINBAUER UK", "we", "us" or "our") is the UK distributor and supplier of STEINBAUER performance products, accessories and associated services.

Contact: info@steinbauer.uk | 01553 829990 | www.steinbauer.uk .

2. Definitions

Consumer means an individual purchasing wholly or mainly for purposes outside their trade, business, craft or profession.

Business Customer means a dealer, company, partnership, sole trader, agricultural business, commercial operator or other person purchasing wholly or mainly for business purposes.

Goods include performance modules, wiring looms, accessories, parts, dynamometer-related products and other physical products supplied by us. **Services** include installation, testing, development, technical support and dynamometer services.

3. Application of these Terms

These Terms form part of the contract between STEINBAUER UK and the Customer. By placing an order you confirm that you have had the opportunity to read these Terms.

For website and other distance orders, the version made available when the order is placed will apply to that purchase.

4. Product selection and compatibility

Customers must provide accurate vehicle, machine and engine information when ordering. This may include manufacturer, model, engine, power output, year, engine code, VIN or other identification requested by us.

Applications can vary during production. Where compatibility is uncertain, we may request photographs, connector details or other technical information before confirming supply.

5. Orders and contract formation

An order is an offer to purchase. A binding contract is formed when we accept the order, issue an order confirmation, dispatch the **Goods** or otherwise expressly confirm acceptance.

We may decline an order before acceptance where a product is unavailable, a material pricing error has occurred, application information is incomplete, compatibility cannot reasonably be confirmed or we cannot supply the requested product.

6. Prices, VAT and payment

Prices are in pounds sterling unless stated otherwise. VAT, delivery, installation and other charges will be shown separately where applicable.

Unless agreed otherwise, payment is required before dispatch or supply. Approved **Business Customers** may be offered written credit terms. Overdue **Business Customer** accounts may be subject to statutory interest and recovery charges where permitted by law.

7. Delivery

Delivery dates are estimates unless expressly agreed otherwise. **Consumers** purchasing at a distance will normally receive **Goods** within 30 days unless another period has been agreed.

Please notify us as soon as reasonably possible of visible transit damage, shortages or incorrect **Goods**. This does not affect a **Consumer's** statutory rights.

8. Risk and ownership

Risk normally passes when **Goods** are delivered to the Customer or to a person nominated by the Customer.

For **Business Customers**, ownership of **Goods** remains with STEINBAUER UK until the relevant **Goods** have been paid for in full.

9. Consumer distance-selling cancellation rights

This section applies only to **Consumers** buying online, by telephone or by another qualifying distance-selling method.

You will normally have the right to cancel without giving a reason. For **Goods**, the cancellation period normally expires 14 days after the day on which you, or a person nominated by you other than the carrier, receives the **Goods**.

You must clearly tell us that you wish to cancel. You can email info@steinbauer.uk. After notifying us, you must normally return the **Goods** within 14 days.

Unless the **Goods** are faulty, incorrect or otherwise supplied in breach of contract, the **Consumer** is normally responsible for the direct cost of returning them.

10. Consumer returns and refunds

Consumers may handle **Goods** only to the extent reasonably necessary to establish their nature, characteristics and functioning, in a similar way to examining them in a shop.

Where the value of returned **Goods** has been reduced by handling beyond what is reasonably necessary, we may make a lawful deduction from the refund.

Where a qualifying distance order is validly cancelled, we will refund the amounts required by law, including the standard outbound delivery charge where applicable. Additional premium delivery charges are not normally refundable beyond the standard delivery amount.

11. Bespoke and customised Goods

Consumer cancellation rights may not apply to **Goods** made to the **Consumer's** specification or clearly personalised where the law provides an exemption.

A product is not automatically excluded from consumer cancellation rights merely because we specially ordered it from a supplier. Where a product is genuinely bespoke or customised, we will make this clear before purchase.

12. Business and dealer returns

This section applies only to **Business Customers**. **Business Customers** do not receive the statutory 14-day change-of-mind right that applies to qualifying **Consumer** distance sales.

All **Business Customer** returns require prior authorisation and must follow our returns procedure. Where we agree to accept correctly supplied, non-faulty stock for credit, the **Goods** must be unused, complete and capable of resale as new.

A 10% handling/restocking charge may be deducted from credit for authorised **Business Customer** returns of correctly supplied, non-faulty **Goods**. Specially sourced, customised, discontinued or bespoke products may be

non-returnable unless agreed otherwise in writing.

13. Faulty Goods - Consumers

Nothing in these Terms limits statutory **Consumer** rights. **Goods** supplied to **Consumers** must meet the requirements of applicable consumer law, including satisfactory quality, fitness for purpose and conformity with description.

Depending on the circumstances and timing, statutory remedies may include rejection, repair, replacement, price reduction or a final right to reject.

14. Product warranty

Qualifying products may carry a manufacturer's or product warranty. Where registration is required for an extended warranty, Customers should register through www.steinbauer.uk.

Proof of purchase may be required. Warranty coverage is subject to the applicable warranty policy and manufacturer conditions. A manufacturer's warranty is in addition to, and does not replace, a **Consumer's** statutory rights.

15. Warranty claims and testing

Please contact us before returning a product. We may request proof of purchase, vehicle or machine details, installation information, photographs, diagnostic information or fault codes.

Products may need to be returned for inspection and testing before a warranty decision can be made. **Consumer** return costs relating to faulty **Goods** will be handled in accordance with applicable consumer law.

16. Installation

Products must be installed in accordance with the applicable installation instructions and by a suitably competent person where required. Incorrect installation, damaged connectors, incorrect wiring, modification or misapplication can cause malfunction or damage.

Where an installation issue is reasonably suspected, we may require the installation to be inspected before determining a warranty claim. This does not remove statutory rights where the product itself is faulty.

17. Installation and technical support visits

Technical support is provided during normal working hours. Where a Customer requests an on-site visit and investigation confirms that there is no fault with a product supplied by us, a call-out, travel, labour or diagnostic charge may apply where agreed.

18. Services and cancellation

Where a **Consumer** purchases a service at a distance, a statutory cancellation period may apply. If the **Consumer** asks us to begin the service during that period, we may require express consent. If the **Consumer** later cancels, a proportionate charge may be payable for work already performed where permitted by law.

19. Performance figures

Published increases in power and torque are application-specific performance figures or typical expected results. Actual results may vary due to engine condition, manufacturing tolerances, fuel quality, ambient conditions, drivetrain losses, vehicle software, other modifications and test methodology.

20. Vehicle and machine condition

The Customer is responsible for ensuring the vehicle, engine or machine is in suitable mechanical condition before installation. Performance products are not intended to correct existing mechanical, electrical, emissions or engine-management faults.

21. Road use, insurance and approvals

The Customer is responsible for checking all applicable laws, approvals, registration requirements, insurance obligations and third-party contractual requirements relating to a modification before installation or use.

Where appropriate, Customers should notify or seek advice from their insurer, finance or leasing provider, vehicle manufacturer or warranty provider, and any relevant authority.

Products intended solely for motorsport or off-road use must not be used on public roads where such use would be unlawful.

22. Vehicle manufacturer warranty

Installation of an aftermarket product may affect a vehicle or machinery manufacturer's warranty depending on that manufacturer's terms and the nature of any claim. STEINBAUER UK cannot guarantee how a third-party manufacturer, dealer, finance company or warranty provider will determine a claim.

23. Intellectual property

All intellectual property rights in products, trademarks, documentation, software, technical information and other protected material remain with their respective owners. Purchase of **Goods** does not transfer ownership of associated intellectual property.

24. Business Customer liability

This section applies only to **Business Customers**. Nothing excludes or limits liability where doing so would be unlawful, including liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation.

Subject to the above, we will not be liable to a **Business Customer** for indirect or consequential loss, loss of profit, revenue, business, opportunity, goodwill, anticipated savings, data or use.

Subject to liability that cannot legally be limited, our total aggregate liability to a **Business Customer** arising from a particular order will normally be limited to the amount paid or payable to STEINBAUER UK for that order.

25. Consumer liability

Nothing in these Terms excludes or restricts liability to **Consumers** where it would be unlawful to do so, or limits statutory remedies for faulty or misdescribed **Goods** or services not supplied with reasonable care and skill.

26. Events outside our reasonable control

We will not be responsible for delay or failure caused by circumstances outside our reasonable control, such as severe weather, transport disruption, industrial disputes, fire, flood, war, government action, supplier interruption or major telecommunications or IT failure.

27. Privacy

Personal information will be handled in accordance with our Privacy Policy and applicable data-protection law. Our current Privacy Policy is available on www.steinbauer.uk.

28. Complaints

Please contact STEINBAUER UK at info@steinbauer.uk or 01553 829990, quoting your order or invoice number and details of the issue.

29. Changes to these Terms

We may update these Terms from time to time. Changes will normally apply only to future orders and will not retrospectively alter a contract already entered into unless agreed or required by law.

30. General

If any provision is found invalid or unenforceable, the remaining provisions will continue in force so far as legally possible. A delay or failure by us to enforce a right does not waive that right.

Unless expressly stated otherwise, a person who is not a party to the contract has no right to enforce these Terms under the Contracts (Rights of Third Parties) Act 1999.

31. Governing law

These Terms and any contract between the Customer and STEINBAUER UK are governed by the law of England and Wales.

Business Customers agree that the courts of England and Wales will have exclusive jurisdiction. **Consumers** retain any mandatory jurisdiction rights available under applicable consumer law.

32. Model cancellation form - Consumers

You may use the following wording to cancel an eligible distance contract, although you do not have to use this exact form:

To: STEINBAUER Tuning Technologies UK Ltd Email: info@steinbauer.uk

I hereby give notice that I cancel my contract for the sale of the following Goods/services:

Order number: _____ Goods/services: _____ Ordered on: _____
Received on: _____ Customer name: _____ Customer
address: _____ Date: _____

Statutory rights: Nothing in these Terms and Conditions affects your statutory rights as a Consumer.