

Terms and Conditions

1. About Us

Company Name: RJ Mobile Tyres Ltd (“RJ Mobile Tyres”, “we”, “us”, “our”)

Company Number: 14765791

Registered Office: Lakeland Business Park, Parish Lane, Crawley, West Sussex, England, RH10 5NY

Contact: [07799 813169](tel:07799813169), info@rjmt.co.uk, rjmobilitytyres.co.uk

2. Scope of these Terms

- These Terms apply to the supply of tyres, related products, and mobile fitting and repair services provided by RJ Mobile Tyres at a location specified by you (your home, workplace, roadside, etc.).
- By booking our services (by phone, text, or otherwise) you agree to these Terms.
- If you are a business customer, additional provisions apply (see Section 21).

3. Definitions

- **Appointment:** The agreed date/time window for our technician to attend your vehicle.
- **Services:** Mobile tyre fitting, puncture repair, wheel balancing, TPMS services, valve replacement, tyre disposal, and related services as agreed.
- **Products:** Tyres, valves, TPMS components, and other goods we supply.
- **Business Customer:** Any customer who is not a Consumer.

4. Booking and Acceptance

- Quotes are invitations to treat and not binding until we confirm your booking.
- Your booking is accepted when we send a written confirmation (email/SMS) or when we start providing the Service, whichever occurs first.
- We reserve the right to decline or cancel a booking for safety, access, stock availability, or other reasonable reasons (see Section 15 for cancellations)
- We reserve the right to request payment of a service, including deposits of full prepayments for all services.

5. Price and Payment

- Prices are stated inclusive/exclusive of VAT as indicated at the time of booking.
- Quotes include: tyre(s), standard rubber valve (non-TPMS), standard balancing, mobile call-out within our coverage area, and environmental disposal fees, unless stated otherwise.

- Extras may apply for:
 - TPMS service kits or sensor replacements
 - Locking wheel nut removal where key is missing/damaged
 - Run-flat tyres, EV-rated tyres, XL/van tyres, unusual tyres
 - Seized wheels/suds requiring additional labour
 - Out-of-area call-out, after-hours, or emergency attendance
 - Parking, tolls, or site access fees
- Payment terms: We reserve the right to request payment before a service. Unless we have requested prepayment, payment is due on completion.
- If a call-out is aborted for reasons within your control (e.g., no access, vehicle not present, incorrect tyre size provided, missing locking wheel nut), a call-out/abortive fee may apply. Prepayments for special-order items may be non-refundable once ordered.

6. Your Responsibilities

- Provide accurate vehicle details, tyre size, and location.
- Ensure safe, legal, and responsible access and working conditions (firm, level ground; adequate space; lighting; permission to work at the site).
- Ensure the vehicle is roadworthy and keys/wheel lock are available.
- Declare any modifications that may affect wheel removal/refitting.
- Inform us of any TPMS issues in advance.
- Attend the Appointment or ensure an authorised adult is present.
- Remove child seats or device locks obstructing wheel nuts if necessary.

7. Safety and Access

- We may refuse or suspend work if conditions are unsafe (e.g., soft/verge surfaces, steep gradients, busy carriageways without protection, severe weather).
- For roadside or high-risk locations, we may require police/highway authority attendance or relocation to a safer area.
- We are not responsible for delays caused by site access restrictions or third-party site rules.

8. Product Specification & Availability

- Tyres are supplied to the specification shown at booking or suitable equivalent where agreed (brand, size, load/speed rating, season/type).
- If a select tyre is unavailable, we will contact you to offer alternatives or reschedule. You may cancel for a full refund if alternatives are unsuitable.
- We do not guarantee matching tread patterns/brands across axels unless requested and available.

9. Fitting and Wheel Care

- Wheel nuts/bolts are torqued to manufacturer settings. You must re-torque/check wheel fixings approximately 25-50 miles or as recommended by the vehicle manufacturer.
- Tracking/alignment is not included unless expressly stated.

10. TPMS and Valves

- Standard rubber valves are included for non-TPMS wheels. TPMS valves/sensors require compatible service kits or replacement at additional cost.
- Batteries in TPMS sensors are consumables; failure can occur with age. We are not liable for future battery depletion following fitting unless we supplied a new sensor with a specific warranty.
- If TPMS components are corroded or seized, removal may cause failure. We will seek consent before proceeding.

11. Puncture Repairs

- Repairs are carried out in accordance with BS AU 159 (or current applicable standard) where safe and legal.
- Not all punctures are repairable (e.g., sidewall/shoulder damage, run-flat driven deflated, secondary damage). If a repair is not possible, you may opt to purchase a replacement tyre or pay a call-out/inspection fee as advised.

12. Risk, title, and returns

- Risk in Products passes to you on completion of fitting. Title passes only upon full payment.
- Removed tyres/parts become our property for disposal unless you request at the time of service.
- Tyres cannot be returned unless faulty.

13. Consumer Right to Cancel

- If you are a consumer, you may cancel most bookings within 14 days of confirmation under the Consumer Contracts Regulations 2013.
- You agree that we may begin services within the 14-day period if you request an Appointment during that time. If you cancel after we start, you must pay for the services provided and any non-returnable products used.
- For emergency/specific-date services performed in full within the cancellation period, the right to cancel may not apply or be limited by law.

14. Faults, defects, and warranties

- If you believe a product is faulty, contact us promptly. We may need to inspect, return the tyre to the manufacturer for analysis, or replace provisionally at our discretion.
- Our workmanship is warranted for 12 months against defects. This excludes fair wear and tear issues caused by factors outside our control.

15. Cancellations, rescheduling, and no-shows

- You may cancel or reschedule your appointment up to 48 hours before the appointment without charge.
- Cancellations/reschedules within 48 hours may incur a fee to cover costs (e.g., call-out, special-order tyres).
- If we arrive and cannot proceed for reasons within your control, an abortive call-out fee may apply.
- If prepayment was requested and not received before the service, we may cancel the appointment.
- We may cancel or reschedule due to safety, stock, traffic, weather, or technician availability. We will notify you as soon as reasonably practicable and offer a new slot or refund where applicable.

16. Timeframes and Delays

- Arrival windows are estimates. Traffic, emergencies or prior jobs may cause delay. We will keep you informed and offer options (e.g., later slot, reschedule).
- We are not liable for consequential losses arising from delay unless required by law.

17. Liability

- Nothing in these Terms excludes or limits liability for death or personal injury caused by our negligence, fraud, or any liability that cannot be excluded under applicable law.
- We are not liable for:
 - Losses not caused by our breach or negligence
 - Business losses (loss of profit, revenue, contracts, data, or opportunity) for consumer customers.
 - Damage arising from pre-existing faults, corrosion, seized components, or unsafe conditions.
 - Damage to locking wheel nuts where keys are missing/defective and removal is requested with informed consent.
- For Business Consumers, our total liability arising from any order shall be limited to the total price paid or payable for the Products/Services giving rise to the claim, unless otherwise mandated by law.

18. Vehicle Checks and Aftercare

- You are responsible for checking wheel fittings after 25-50 miles and monitoring tyre pressures/TPMS warnings.
- After fitting, recheck torque, pressures, and signs of air loss. Report concerns immediately.

19. Tyre Disposal and Environment

- We dispose of tyres through licensed carriers in accordance with environmental regulations. A disposal fee may be included in your price.

20. Force majeure

- We are not responsible for failure or delay caused by events beyond our reasonable control, including severe weather, accidents, breakdowns, supply chain issues, strikes, or public authority restrictions.

21. Business Customers (B2B) – Additional Terms

- The Consumer protection provisions (including cancellation rights) do not apply to Business Customers.
- You confirm you have authority to bind the business.
- Payment terms for account customers are 30 days from the invoice date. We may charge interest on late payments under the Late Payments of Commercial Debts (Interest) Act 1998.
- We reserve the right to request payment before a service or to require deposits for special orders and call-outs.
- You shall:
 - Ensure site compliance with health and safety rules and provide safe access.
 - Indemnify us against claims arising from your breach of these Terms or site conditions, except to the extent caused by our negligence.
- Title in Products does not pass until we receive full payment of all sums due in respect of the order and any other outstanding invoices (all monies clause).

22. Complaints

- Please contact us via email/phone to raise a concern. We aim to resolve issues promptly.

23. Data Protection and Privacy

- We process personal data in accordance with our Privacy Policy. This explains the purposes, legal basis, retention, and your rights under UK GDPR/Data Protection Act 2018.

- We may contact you about your booking and service reminders. With consent, we may send marketing communications which you can opt out of at any time.

24. Insurance and Licensing

- Our technicians are trained and our business holds the appropriate public liability and motor trade insurance. Evidence available on request.

25. Governing Law and Jurisdiction

- These Terms are governed by the laws of England and Wales. You and we agree that the courts of England and Wales shall have exclusive/non-exclusive jurisdiction (Consumers may bring their claims in their local UK jurisdiction).

26. Severability

- If any provision is held invalid or unenforceable, the remaining provisions remain in full force and effect.

27. Changes to these Terms

- We may change these Terms from time to time. The version in force at the time of your booking will apply. We will post updates on our website with the “Last updated” date.

28. Contact Details

RJ Mobile Tyres Ltd (“RJ Mobile Tyres”)

Phone: [+44 \(0\) 7799 813169](tel:+44(0)7799813169)

Email: info@rjmt.co.uk

Website: <https://rjmobiletyres.co.uk>