



Porsche Club
Great Britain



Porsche Club Great Britain is committed to providing its members with a retail experience that is exciting and value for money. We also hope to make the online retail process easy and efficient; these terms and conditions are designed to ensure your satisfaction and understanding of the retail process.

RETAIL TERMS AND CONDITIONS

This page sets out the terms on which Porsche Club Great Britain arranges retail for online, postal and events purchases. Please take the time to read these terms and conditions carefully before purchasing an item from the shop - remember that our team can be contacted on 01608 652911 or by email at retail@porscheclubgb.com and will be happy to deal with any enquiries you may have.

By purchasing a product from the shop, you agree to abide by these terms and conditions. If you do not agree to these terms and regulations, please do not proceed with your order.

About Porsche Club Great Britain

The www.porscheclubgb.com website ("site") is operated by Porsche Club Great Britain, (PCGB) a company registered in England and Wales under company number 1536536 with our registered office and trading address at Gmund Heritage Limited, T/A Porsche Club Great Britain, Cornbury House, Cotswold Business Village, Moreton-in-Marsh, Gloucestershire, GL56 0JQ. VAT number is 225 7448 55

How the contract is formed between you and Porsche Club Great Britain

All orders are subject to acceptance by PCGB, and PCGB will confirm such acceptance to you by sending you an e-mail that confirms the order number and items purchased. The contract between us will be formed when we send you the confirmation email. By purchasing an item through the site you warrant that you are legally capable of entering into binding contracts. Some items are supplied directly by a third party and as such you are also entering into a legally binding contract with that third party too eg. Hamilton Classics or Classic Additions to name but a few.

If you do not receive the confirmation emails or you are unsure about any matter regarding your purchase please call the team on 01608 652911 or email retail@porscheclubgb.com. Please check your spam/junk folder if you do not receive the email. Non receipt of the email could also be down to incorrect spelling, so please don't assume it didn't work - please call or email.

Price and Payment

The price of any particular item is quoted on the site and the total including postage is given as you go through to checkout. These prices include VAT. The price of products may change, but changes will not affect orders in respect of which PCGB has already sent a confirmation email.

Online payment of items must be by credit or debit card. We accept payment using Visa, MasterCard, Switch, Solo and Maestro (AMEX is not accepted). The only currency we currently accept is Pounds Sterling (GBP).

Product Description and Availability

Whilst we aim to ensure that our entire range of products is available at any time, this is not always possible. If unsure, please call to ask about availability of an item. Please note that all bespoke items are not stocked and are made to order – these are items such as car covers with logos added on and



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car mats. For these items please allow up to three weeks for delivery. Whilst every effort is made to keep to these delivery times, this is not always possible due to external reasons. If there is a specific date for which the item is required, please ensure that we are made aware of this at the time of order.

We reserve the right to change our products and prices at any time.

We aim to ensure that all product descriptions, photographs, colours and prices are accurate at anytime. In the unlikely event that you spot errors please let us know. In the event that we have priced an item incorrectly we retain the right to cancel any orders placed using the incorrect price. You will be offered the opportunity to either cancel your order entirely or to proceed at the correct price. Although every effort is made to accurately depict the colour of the products, please be aware that we cannot guarantee images are 100% accurate.

Placing an Order

You, the customer, guarantee that all details provided by you are accurate, complete and correct, and that you are authorized to use the credit or debit card you are using. Please note that all fraud or attempts at fraud will be reported to the police. Also, by providing us with an email address, you accept that email is an acceptable form of communication both to and from us including the third party supplier.

Consumer Contract Regulations (Information, Cancellation and Additional Charges)

Current legislation means that if for any reason you are unhappy with your purchase, you can return it to us in its original condition within 14 days of the date you received the item, and we will issue a full refund. Please note that all items returned must be unused and in pristine condition. A 25% charge will be made against goods returned that do not meet this criteria.

Bespoke and custom made items are excluded from this legislation as they are made specifically to customer's orders. This does not include goods that are faulty. If a car cover is found to be faulty within one calendar month of delivery the car cover may be returned to Classic Additions or Hamilton Classics for a full refund, replacement or repair. Please email retail@porscheclubgb.com if this has occurred. After one full month the car cover will either be repaired or replaced and any refunds after this time will take usage into consideration. This does not affect your statutory rights.

With the exception of faulty or damaged goods it is the customer's responsibility to return goods. In the case of Classic Additions, where goods are faulty or incorrect Classic Additions can arrange for their courier to collect items.

We are unable to exchange items that are not damaged, defective or incorrect if the item is outside the 14 days (Classic Additions car covers have a 12 month guarantee which is not affected if the item is broken due to a manufacturing fault). Please note that this does not affect your statutory rights.

Returns to PCGB (excluding custom made products)

If you have received the wrong item, the item is faulty, or if the item has been damaged in transit, please contact us immediately (within 14 days) via email to retail@porscheclubgb.com. We will ask you to post the item back to us, in which case we request that you obtain proof of postage and the cost will be refunded to you.

If you have changed your mind, under the current legislation, you have 14 days to inform us of this and to return the goods. If you are returning your good(s) please inform us that you would like to return the item by email at retail@porscheclubgb.com and send the goods back to us. Please note that the responsibility of return lies with the customer as no refund or replacement can be issued until the goods have been received in our office. Once goods have been received, your refund will be processed within 14 days.



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Custom Made Products

Please note that as these products are made to order they cannot be cancelled once the order has been placed or altered once work has begun. On receipt of your order an order confirmation will be sent by email detailing your order. Please check this carefully as alterations cannot be made once work has begun on a car cover or floor mats. Where you are putting a car cover on, we would always recommend putting a cover on an immaculately clean car and never on a car that is dirty. PCGB cannot take any liability for damage caused by dirt under a cover if the vehicle was not thoroughly clean before use.

Please email retail@porscheclubgb.com if you wish to return a product with full details of the product and reasons why in order that the Membership and Finance Manager can determine the best address to return an item to.

PCGB may revise these terms at any time by amending this page or the relevant document. Please check this website from time to time to take notice of any changes made, as they are binding. Some of the provisions of these terms may also be superseded by notices or provisions published elsewhere by PCGB at the venue.

Registered office - Gmund Heritage Limited, Cornbury house, Cotswold Business Village, Moreton-in-Marsh, Gloucestershire, GL56 0JQ. VAT number is 225 7448 55