

STEINBAUER Tuning Technologies UK Ltd

Terms & Conditions of Sale

Effective date: 21 September 2026 | www.steinbauer.uk | support@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: support@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, quotations 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.

Unless otherwise stated in writing, quotations are valid for 30 days from the date of issue. A quotation is an invitation to place an order and does not itself create a binding contract.

For Business Customers only, any terms or conditions contained in or referred to by the Customer's purchase order, procurement document, confirmation, specification or other document will not form part of the contract unless expressly accepted by us in writing. Any variation to an accepted Business Customer order or quotation must be agreed by us in writing.

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.

For Business Customers, we may suspend further deliveries, Services, technical work or credit facilities while any undisputed amount remains overdue, without affecting any other rights we may have.

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.

Until ownership passes, a Business Customer must take reasonable care of unpaid Goods, keep them identifiable as STEINBAUER UK goods and, where reasonably practicable, keep them separate from other stock. The Business Customer must not intentionally remove identifying marks from unpaid Goods.

If a Business Customer becomes insolvent, ceases trading, fails to pay sums due, or we reasonably believe payment is at material risk, we may require unpaid Goods in which we retain title to be returned to us. Where legally permitted, we may take reasonable steps to recover those Goods. These rights do not affect any other remedy available to us.

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 support@steinbauer.uk. After notifying us, you must normally

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.

23A. Confidentiality - Business Customers

For Business Customers, each party must keep confidential any non-public commercial, financial or technical information clearly identified as confidential, or which by its nature would reasonably be understood to be confidential, and may use it only for the purposes of the relevant business relationship or contract.

This obligation does not apply to information already lawfully in the public domain, independently developed without use of the confidential information, lawfully received from a third party without restriction, or required to be disclosed by law or a competent authority.

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.

24A. Business Customer default and termination

For Business Customers only, we may suspend performance or terminate an affected contract by written notice if the Business Customer materially breaches the contract and, where the breach can be remedied, fails to remedy it within a reasonable period after written notice; fails to pay an undisputed amount when due; becomes insolvent, enters administration or liquidation, ceases or threatens to cease trading, or enters into an arrangement with creditors.

Termination does not affect rights and liabilities which arose before termination, and any sums properly due to us remain payable.

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 support@steinbauer.uk or 01553 829990, quoting your order or invoice number and

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.

For Business Customers, these Terms together with the accepted order, quotation and any expressly incorporated document form the entire agreement relating to that transaction. No variation is binding unless agreed by us in writing. Nothing in this paragraph excludes liability for fraud or fraudulent misrepresentation.

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: support@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.