

CONTACT US

Zagato Lancia
36-37 Chagford Street
London
NW1 6EB
United Kingdom

Telephone: 020 (0) 258 1878

Facsimile: 020 (0) 258 1879

Email: zagato@lancia.org.uk

PRIVACY POLICY

Integrale.org.uk knows that you care how information about you is used and shared. We appreciate your trust and want you to feel confident in our services and security as it relates to your personal information. This notice describes our privacy policy. By visiting Integrale.org.uk, you are accepting the practices described in this Privacy Notice.

What Personal Information About Customers Does Integrale.org.uk Gather?

The information we learn from customers helps us personalise and continually improve your shopping experience at Integrale.org.uk. Here are the types of information we gather.

Information You Give Us: We receive and store any information you enter on our Web site or give us in any other way. You can choose not to provide certain information, but then you might not be able to take advantage of many of our features. We use the information that you provide for such purposes as responding to your requests, fulfilling orders, customising future shopping for you, improving our store features, and communication with you.

Automatic Information: We receive and store certain types of information whenever you interact with our website. For example, like many web sites, we sometimes use "cookies", these cookies are quite harmless and are simply used to enable us to provide you with added functionality whilst on this site.

E-mail Communications: To help us improve your shopping experience, we sometimes send you newsletters of our services and products, notifications of changes to our policies, and order confirmations. If you do not want to receive e-mail from us, other than order notifications and receipts, please adjust your "subscription" preferences by logging into your account.

What About Cookies?

Cookies are alphanumeric identifier text files that we transfer to your computers hard drive through your Web browser to enable our systems to recognize your browser and to provide features such as storage of items in your Shopping Cart between visits.

Does Integrale.org.uk Share the Information It Receives?

We respect your privacy and appreciate your business. At no time do we ever provide your account contact or transaction history to any third party vendor, associate or service provider unless absolutely necessary in order to complete your transaction and order.

How Secure Are My Payment Details?

We use Secure Trading as our payment processing partner. This is achieved via Secure Sockets Layer encryption on their website at checkout to protect you from fraud as they deliver the most secure, reliable, fully PCI DSS compliant online payment processing to organisations worldwide.

Which Information Can I Access?

Integrale.org.uk gives you access to a broad range of information about your account and your interactions with us for the limited purpose of viewing and, in certain cases, updating that information.

If you choose to visit Integrale.org.uk, your visit and any dispute over privacy is subject to this Notice and our Conditions of Use, including limitations on damages, arbitration of dispute and application of the law of the United Kingdom.

Conditions of Use **Terms and Conditions of Use Agreement**

PLEASE READ THE TERMS AND CONDITIONS OF USE CAREFULLY BEFORE USING THIS SITE. We maintain this web site as a service to our customers, and by using our site you are agreeing to comply with and be bound by the following terms of use. Please review the following terms and conditions carefully and check them periodically for changes. If you do not agree to the terms and conditions, you should not review information or obtain goods, services or products from this site.

Acceptance of Agreement. You agree to the terms and conditions outlined in this Terms and Conditions of use Agreement ("Agreement") with respect to our site (the "Site"). This Agreement constitutes the entire and only agreement between us and you, and supersedes all prior or contemporaneous agreements, representations, warranties and understandings with respect to the Site, the content, products or services provided by or through the Site, and the subject matter of this Agreement. This Agreement may be amended by us at any time and from time to time without specific notice to you. The latest Agreement will be posted on the Site, and you should review this Agreement prior to using the Site. This site is provided by Integrale.org.uk on an "AS IS" and "AS AVAILABLE" basis. In your use of Integrale.org.uk YOU EXPRESSLY AGREE THAT YOUR USE OF THIS SITE IS AT YOUR OWN RISK.

Order Acceptance Policy

After you place an order, Zagato Lancia will determine whether or not to fulfil the order. Zagato Lancia may refuse or limit your order for any reason. By placing your order, you agree to accept the terms and conditions set forth.

All orders placed at integrale.org.uk are subject to rigorous verification, methods used include, but are not limited to, random telephone verification of credit card details and Address Verification Service (AVS) and Card Verification Value (CV2) checks.

Zagato Lancia reserves the right to accept, refuse, or limit your order for any reason, including, but not limited to, credit review, the unavailability of a product or errors in the prices and product descriptions posted on this web site. By placing your order, you agree that Zagato Lancia's maximum total liability, under any legal theory or claim, shall be limited to the purchase price actually paid to Integrale.org.uk for the product giving rise to Zagato Lancia's liability.

Electronic Communications

When you visit Integrale.org.uk or send e-mails to us, you are communicating with us electronically. You consent to receive communications from us electronically by way of reply or confirmation. We will communicate with you by e-mail or by posting notices on this site. You agree that all agreements, notices, disclosures and other communications that we provide to you electronically satisfy any legal requirement that such communications be in writing.

Your Membership Account

If you use this site, you are responsible for maintaining the confidentiality of your account and password and for restricting access to your computer, and you agree to accept responsibility for all activities that occur under your account or password. If you are under 18, you may use our website only with involvement of a parent or guardian. Integrale.org.uk and its associates reserve the right to refuse service, terminate accounts, remove or edit content, or cancel orders in their sole discretion.

Product Descriptions

Integrale.org.uk attempts to be as accurate as possible. However, Integrale.org.uk does not warrant that product descriptions or other content of this site is 100% accurate, complete, reliable, current, or error-free. If you think a product offered by Integrale.org.uk is not as described, you may return it in unused condition subject to our Shipping and Returns policy. Errors & Omissions excepted, we try to keep this website as accurate as possible. Please tell us if you think something is wrong. All parts offered subject to availability. All part numbers, illustrations and photographs used in this website are intended for reference and identification purposes only, and are not necessarily an exact representation of the goods supplied. Photographs of parts should be considered indicative of what we supply rather than an exact representation as sources of supply and manufacture can change. Certain part numbers have been superseded to an alternative number when a later version or updated specification is offered. Part Numbers used are for guidance only.

Parts Warranty

All new and reconditioned parts are covered by a 12 month manufacturer's warranty unless specifically stated. You should notify us immediately if a potential warranty situation arises. We will then advise a course of action. Any suspected faulty part must be returned to us together with the original invoice or proof of purchase and with as much information relating to the problem as possible. **Please note that a defective part must be returned and received by us before it can be exchanged.** All warranty parts are subject to a physical inspection. This may involve returning the part to our supplier to verify the fault before it can be exchanged.

Defective items are backed 100% and can be returned for exchange only.

The warranty period commences from our invoice date not from the date of installation or first use. This warranty covers defects to the part when fitted and used correctly for normal, everyday vehicle use but does not apply to parts used for any extraordinary or unusual uses such as competition, racing, rallying or parts subsequently stripped down, altered, modified or adapted etc. in any way from their original design or intended use.

Any part replaced or repaired under warranty, will only benefit from the balance or the cover remaining from the original purchase date. Warranties are not transferable. Acceptance of goods is deemed as acceptance of these terms. The warranties are in addition to, and do not affect your statutory consumer rights.

Shipping and Returns

Integrale.org.uk normally ships within three working days, with expected delivery being within 1-4 working days (UK) or 3-7 working days (International) from the date of dispatch. Delivery is normally by Royal Mail or Courier depending on the weight of your order and/or the shipping destination.

Zagato Lancia shall not be held liable for any delay or failure to achieve any delivery or other date, all dates being estimates only.

All packages are covered by transit insurance for a period of 28 days from the date of shipment from Zagato Lancia. In the case of any damage or instances of delivery failure you **MUST** inform us (Zagato Lancia) within 21 days of the date of shipment. You should email us clearly stating your order number, together with details of the problem. Failure to notify us may result in your package no longer being covered by insurance, and consequently the liability for loss or damage will have to be borne by the customer. Deliveries will be made to the delivery address provided by you during checkout, you may select a different delivery address to your billing address if required (eg. a work address etc.). Please note that we can only ship to the one delivery address provided and can not use any alternative (eg neighbour etc.). All packages must be signed for at the delivery address provided and will not be left without a signature.

Shipping Charges

Shipping charges are calculated based on location, weight of the product including packaging, volumetric weight if applicable and necessary insurance coverage and handling charges. You can view the relevant shipping charges to your chosen destination easily by adding any product to your 'Shopping Cart', below the cart you will see a table of applicable shipping charges.

International Shipping and large packages.

In certain cases shipping prices quoted and/or charged may later be found to be insufficient to cover the costs of shipping orders internationally. This can be caused where the volumetric weight (package size) is substantially higher than the actual package weight. If this is the case we will contact you before shipping to inform you of any additional charges, you will then have the option of either paying these extra charges or of cancelling your order.

Undeliverable Orders

Orders that have been correctly despatched to the shipping address as supplied by the customer, and which are subsequently returned to Zagato Lancia as undeliverable, whether by courier or postal service, are subject to a maximum refund of the value of the products ordered only, (not including shipping costs). Furthermore, the customer is also liable to pay any applicable return postage costs, as well as make further payment for re-shipment should this be required.

To avoid this situation, you are strongly advised to double check that the shipping address you provide for your order is accurate.

Cancellation

Any stock order placed that has been correctly supplied by Integrale.org.uk and is subsequently not required can be returned to us unused, subject to a restocking fee of 25%. In this instance, the cost of return carriage must be paid by the customer.

Non-stock or Special orders (i.e. those that have been ordered specifically for your vehicle and can not be resold) cannot be cancelled, such items include but are not limited to ECU & PPC upgrades.

Stock orders can be cancelled prior to despatch without penalty.

Inspection/Return procedures

Customer shall inspect the products within 30 days of receipt, such period being confirmed by Customer to be a reasonable period to examine the products for defects or shortfalls, and notify Zagato Lancia promptly of any non-conformance. Failure to notify Zagato Lancia within that 30-day period will constitute acceptance of the products for all purposes.

No product may be returned for any reason without the prior approval of Zagato Lancia. The Customer is responsible for returning products to Zagato Lancia. at the Customer's risk and expense. The Customer must ship the product(s) to Zagato Lancia in the original packaging, prepaid and insured.

Zagato Lancia does its best to ensure that your order is supplied correctly and with all items in good working order, if in the unlikely event that any goods are found to be faulty Zagato Lancia will require payment for any replacement items sent out prior to return/receipt of the original item. Shipping charges for replacement items will be refunded on return of the original item, furthermore you will be refunded for your postal/shipping costs incurred in returning the faulty/incorrect items to Zagato Lancia

Please note that once authorised, goods to be returned should be despatched promptly via insured delivery service to Zagato Lancia. All goods to be returned MUST be returned within 14 days of authorisation. Any goods not returned within a 14 day period following issue of

authority may be subject to additional charges or in certain circumstances become non-refundable.

International Returns

As above you must contact us prior to returning any items to us. Once authorised for return, all packages must be clearly and prominently marked on the outside of the package as being 'returned to original sender' it is also important that this is clearly marked on any customs documentation together with the reason for return

Any product(s) returned to Zagato Lancia. shall become the property of Zagato Lancia. If Zagato lancia determines that failure of the product(s) was not a result of a defect in materials or workmanship within the terms of the manufacturers warranty, Zagato lancia reserves the right to charge Customer for the parts. The Seller will advise the Customer prior to assessing these charges.