



Payment

We accept phone orders and accept all major credit and debit cards. Please call 07545611411 to order by phone and we will be happy to process the order for you and answer any questions you may have!

Payment for orders placed via our website is by Paypal. If you would like an invoice for your purchase please request one!

Postage

Postage is free of charge for deliveries within the UK. International deliveries will incur a fixed charge of £11.

We will refund postage charges incurred in returning parts due to an error on our part.

Delivery

Dispatch 6 days a week! Items are available to be collected but please contact us to arrange it. We post to your registered eBay address.

We endeavour to have your order sent out within 24 hours of payment! For international and Highlands / Islands delivery please contact us first for a quote.

We offer express guaranteed by 1pm next day delivery on all of our items. If an item happens not to have an express delivery option, please contact us for a quote prior to ordering,

Express delivery orders must be placed and paid for prior to 2pm.

Returns

We really hope that you're totally satisfied with whatever you buy from Online Motor Store. Of course, we realise that, sometimes, items may need to be returned or exchanged.

Every item has the manufacturer's guarantee. In the unlikely event that an item becomes faulty during that period, please contact us and we will arrange a replacement or refund as soon as possible.

Returned items must be in brand new, unused, condition and in the original packaging.

Returns must be received by us within 14 days of the purchase date.

The buyer is responsible for all postage costs. If the order was sent out correctly, there will be a 20% re-stocking fee deducted from the refund. Any questions ... please contact us

In the event that you receive a faulty or incorrect item from Online Motor Store, please let us know as soon as possible. We will try to replace it as quickly as possible.

You must inform Online Motor Store of any returns request within seven working days of delivery.

To return any items, simply download and print the returns form, fill it in, and pop it in with the items. Then, post them to the address below:

Returns Department
Online Motor Store
17 Wesley Drive
Benton Square Industrial Estate
Newcastle Upon Tyne
NE12 9UP

Please note that Online Motor Store accepts no responsibility for the loss or damage of goods during transit. Please ensure that you arrange appropriate insurance cover where possible.

Refunds

If you change your mind about an item you've purchased from us, or are not satisfied with it, you can return it for a refund. However, it must be returned in a resalable condition, with original packaging included.

We can only issue a refund after the goods have been returned to us.

We can process refunds far more quickly and efficiently if we also receive a completed returns form. Do make sure you include this in your package.

We aim to process all refunds within 48 hours of receiving returned items, as long as they are undamaged and in a saleable condition. All refunds will be made via your original payment method.

We will refund any postage charges where the return has been due to an error on our part. Otherwise, you will need to meet the cost of postage, unless otherwise agreed by Online Motor Store.

Online Motor Store 07545 611411

