Terms & Conditions

Last Updated: January 2026

1. About Us

These Terms and Conditions govern the sale of products supplied by **Priority Autos Ltd** ("we", "us", "our") through our website.

By placing an order, you agree to be bound by these Terms and Conditions.

2. Product Information

We specialise in supplying genuine, OEM and aftermarket Jaguar vehicle parts and accessories.

Whilst every effort is made to ensure product descriptions, images and specifications are accurate, errors may occasionally occur.

Product images are provided for illustration purposes only and may differ from the actual item supplied.

3. Vehicle Compatibility

Customers are responsible for ensuring that parts are suitable for their vehicle before purchase.

We strongly recommend providing:

- Vehicle Registration NumberVIN (Vehicle Identification Number)
- Model and Year

Failure to verify compatibility before ordering may result in return postage costs being the customer's responsibility.

4. Pricing

All prices shown on the website are in Pounds Sterling (£).

Prices are subject to change without notice.

We reserve the right to correct pricing errors and cancel orders affected by such errors.

5. Payment

Payment must be received in full before goods are dispatched.

We accept approved payment methods displayed during checkout.

Orders remain our property until payment has been received in full.

6. Delivery

We aim to dispatch orders as quickly as possible.

Estimated delivery times are provided for guidance only and are not guaranteed.

We shall not be held liable for delays caused by:

- Couriers
- Customs inspections
- Severe weather
- Industrial action
- Circumstances beyond our control

Risk in the goods passes to the customer upon delivery.

7. International Orders

Customers outside the United Kingdom are responsible for:

- Import duties
- Customs fees
- Local taxes
- Clearance charges

These charges are not included in the product or shipping price unless stated otherwise.

8. Returns and Refunds

Customers may return eligible items within **30 days** of receipt.

Items must be:

- Unused
- Unfitted
- In original packaging
- In a resalable condition

Once inspected and approved, refunds will be issued to the original payment method.

Shipping charges are non-refundable unless the item is faulty or supplied incorrectly.

9. Non-Returnable Items

The following items may not be returned unless faulty:

- Electrical components

- Special order parts
- Custom-built items
- ECU modules
- Software-related products
- Clearance or sale items

10. Faulty or Incorrect Parts

If you receive a faulty or incorrect part, please contact us within 7 days of receipt.

We may require:

- Photographs
- Part numbers
- Details of the issue

Where a claim is validated, we will arrange a replacement, repair or refund as appropriate.

11. Used Parts

Where supplied, used parts will show signs of normal wear and use.

Cosmetic marks, scratches and age-related wear do not constitute a fault.

Used parts are tested where possible prior to dispatch.

12. Warranty

Unless otherwise stated:

New Parts

Covered by a **12-month warranty** against manufacturing defects.

Used Parts

Covered by a **30-day warranty** unless a longer period is stated on the product listing.

Warranties do not cover:

- Incorrect installation
- Accidental damage
- Misuse
- Normal wear and tear
- Labour costs
- Consequential losses

13. Professional Installation

Many Jaguar components require professional installation and diagnostic equipment.

We strongly recommend installation by a qualified technician.

We accept no responsibility for damage caused by incorrect fitting.

14. Limitation of Liability

Our liability shall not exceed the purchase price paid for the goods.

We shall not be liable for:

- Loss of earnings
- Vehicle downtime
- Labour charges
- Additional repair costs
- Indirect or consequential losses

15. Privacy

Any personal information provided will be handled in accordance with our Privacy Policy and applicable UK data protection laws.

16. Contact Information

Priority Autos Ltd T/A Jaguar Warehouse
Telephone: +44 (0) 207 965 7366
Email: parts@jaguarwarehouse.co.uk
Website: www.jaguarwarehouse.co.uk

17. Governing Law

These Terms and Conditions shall be governed by and interpreted in accordance with the laws of England and Wales.

Any disputes shall be subject to the exclusive jurisdiction of the courts of England and Wales.

Important Jaguar Parts Notice

Jaguar vehicle models may have multiple part variants depending on model year, engine type, VIN range and production date. Customers are strongly advised to verify compatibility before ordering. We cannot be held responsible for costs arising from ordering parts without confirming compatibility.