

Company No:
04087390
VAT No: 763782984

Privacy Policy
AD Tyres Wholesale Ltd

Effective Date: 1st March 2026

• **1. Introduction**

AD Tyres Wholesale Ltd (“we”, “our”, “us”) is committed to protecting and respecting your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website, interact with us, or use our services.

• **2. Information We Collect**

We may collect and process the following types of personal data:

- **Identity Data:** Name, company name, job title
 - **Contact Data:** Email address, phone number, billing and delivery address
 - **Financial Data:** Payment details (processed securely via third-party providers)
 - **Transaction Data:** Details about orders, purchases, and account activity
 - **Technical Data:** IP address, browser type, operating system, and website usage data
 - **Marketing Data:** Preferences in receiving marketing communications
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• **3. How We Use Your Information**

We use your information for the following purposes:

- To process and fulfil orders
- To manage your account and provide customer support
- To improve our website, products, and services
- To communicate with you regarding orders, updates, and promotions
- To comply with legal obligations

- **4. Legal Basis for Processing**

We process your personal data under the following lawful bases:

- **Contractual necessity:** To fulfil orders and agreements
- **Legal obligation:** To comply with applicable laws and regulations
- **Legitimate interests:** To improve our services and business operations
- **Consent:** For marketing communications (where required)

- **5. Sharing Your Information**

We may share your data with:

- Payment processors and financial institutions
- Delivery and logistics partners
- IT and system service providers
- Professional advisers (e.g., legal, accounting)
- Regulatory authorities where required by law

We ensure all third parties respect the security of your personal data.

- **6. Data Retention**

We retain your personal data only for as long as necessary to fulfil the purposes we collected it for, including legal, accounting, or reporting requirements.

- **7. Data Security**

We implement appropriate technical and organisational measures to protect your personal data against unauthorised access, loss, or misuse.

- **8. Your Data Protection Rights**

Under UK data protection laws, you have the right to:

- Access your personal data
- Request correction of inaccurate data
- Request erasure of your data
- Object to or restrict processing

- Request transfer of your data (data portability)
- Withdraw consent at any time

To exercise these rights, please contact us using the details below.

- **9. Cookies**

Our website may use cookies to enhance user experience and analyse website traffic. You can manage cookie preferences through your browser settings.

- **10. Third-Party Links**

Our website may contain links to third-party websites. We are not responsible for their privacy practices.

- **11. Changes to This Policy**

We may update this Privacy Policy from time to time. Any changes will be posted on this page with an updated effective date.

- **12. Contact Us**

If you have any questions about this Privacy Policy or how we handle your data, please contact us:

AD Tyres Wholesale Ltd

52 Carrwood Road, Sheepbridge, Chesterfield S41 9QB

01246 260899

- **13. Complaints**

You have the right to lodge a complaint with the UK supervisory authority, the Information Commissioner's Office (ICO), if you believe your data protection rights have been breached.

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Returns Policy
AD Tyres Wholesale Limited

Effective Date: 1st April 2026

- **1. Overview**

AD Tyres Wholesale Limited aims to provide high-quality products and reliable service. This Returns Policy outlines the terms and conditions for returning tyres and related goods.

- **2. General Return Conditions**

- All returns must be authorised in advance by AD Tyres Wholesale Limited.
 - Products must be unused, unfitted, and in a condition suitable for resale.
 - Returns must be accompanied by a valid invoice or proof of purchase.
 - AD Tyres Wholesale Limited reserves the right to refuse any returns that do not meet these conditions.
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- **3. Special Order Items**

- A **handling charge of 10%** will be applied to all returns of specially ordered items.
 - **Special order items cannot be returned after fourteen (14) days** from the invoice date.
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- **4. Stock Items**

- Standard stock items must be returned within **one (1) month** from the invoice date.
- Returns outside of this timeframe will not be accepted.

- **5. Non-Returnable Items**

The following items are not eligible for return:

- Tyres that have been fitted, used, or damaged (unless faulty)
 - Items returned outside the specified return periods
 - Goods not in resalable condition
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- **6. Faulty or Incorrect Goods**

- Any faulty, damaged, or incorrectly supplied items must be reported within 48 hours of delivery.
 - Where a product is confirmed to be faulty, AD Tyres Wholesale Limited will offer a replacement, repair, or refund in accordance with applicable laws.
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- **7. Return Process**

To arrange a return:

1. Contact AD Tyres Wholesale Limited with your invoice number and reason for return
 2. Obtain return authorisation before sending goods back
 3. Ensure items are securely packaged for safe return
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- **8. Refunds**

- Refunds will be processed once returned goods have been received and inspected.
 - Any applicable handling charges will be deducted from the refund amount.
 - Refunds will be issued via the original payment method where possible or a credit note applied to your account.
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- **9. Return Shipping**

- Customers are responsible for return shipping costs unless the return is due to an error or fault on the part of AD Tyres Wholesale Limited.
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- **10. Policy Updates**

AD Tyres Wholesale Limited reserves the right to amend this Returns Policy at any time without prior notice.

For further information, please contact AD Tyres Wholesale Limited directly.
