



Terms and Conditions

CANCELLATIONS

USING OUR INSTALLATION SERVICE:

You have the right to cancel your order at any time before the agreed installation time and date. However, please give us enough notice to inform our technician(s) of the cancellation.

ONLINE PURCHASE WITHOUT INSTALLATION:

You have the right to cancel your order at any time before we despatch the product. If you cancel once the order has been despatched, please see Delivery and Returns: I changed my mind.

DELIVERY & RETURNS

USING OUR INSTALLATION SERVICE:

Delivery is provided by our technician(s) directly to your address on the agreed installation date if you have chosen our mobile installation service.

Any questions about the installation or how the product works can be answered before the installation takes place.

You will be given a demonstration of your chosen product to confirm it is in full working order once it has been installed.

Once the product has been installed, you have the right to ask the installation technician to remove the product if you are not satisfied.

You will receive a refund for your order, however, you will be charged our standard call-out fee.

Call-out fees are dependent on the product being installed.

ONLINE PURCHASE WITHOUT INSTALLATION:

I CHANGED MY MIND

If you have purchased a product without our installation service, you have the right to return the item in its original, unopened packaging.

You have up to 14 days from receiving the product to notify us of a return. You then have up to 14 days to send the product back to us.

You will receive a full refund.

You, the buyer must pay for return postage costs to return the product (unless the item is faulty).

THE PRODUCT IS FAULTY

If you have purchased a product from us online that is faulty, you have the right to return the product for a full refund within 30 days of receipt.

You must return the product to us in its original packaging. You will receive a full refund once we have confirmed the product is faulty.

If you notify us after 30 days of receipt that the product is faulty:

– Once we receive the faulty product, we will send out a replacement according to the warranty period chosen at the time of purchase.

SERVICE GUARANTEE

USING OUR INSTALLATION SERVICE:

All our products come with a 3 month service guarantee.

You are given the option to extend this guarantee further whilst booking your installation.

We will replace any faulty product within 3 months of the installation date free of charge.

We do not provide a mobile service for guarantee claims. Any guarantee claims must be carried out at our premises in Preston, Lancashire.

Products will also be replaced free of charge if you have taken out any additional extended service guarantee.

Once the guarantee period has expired, any faulty products will need to be paid for in full by you, or alternatively if available, you are able to use any manufacturer product warranty.

You will receive a 25% discount on any re-installation fees.

ONLINE PURCHASE WITHOUT INSTALLATION:

See Delivery and Returns: The product is faulty

VEHICLE MANUFACTURER WARRANTIES

WE STRONGLY ADVISE YOU TO CHECK ANY MANUFACTURER WARRANTY BEFORE CARRYING OUT ANY WORK ON YOUR VEHICLE.

THIS IS ESPECIALLY IMPORTANT IF YOU OWN A HYBRID OR PURE EV.

If your vehicle has a manufacturer warranty, it is your responsibility to check that adding an accessory to your vehicle will not affect your warranty.

Accessories could be dash cameras, reversing cameras, car stereo, Bluetooth devices etc.

In the instance of dash cameras or reversing cameras, Stealth X do not physically cut/splice into any existing wiring to "hardwire" an installation.

We use "Add a circuit" fuse taps and connect these using a new spare 12V female socket under the dashboard to plug the existing dash/reverse camera cable into.

Using this method, the camera can be removed in future if required. If a cut/splice is required, we will advise and check with you first before proceeding.

In the instance of a reverse camera installation, a cut/splice is required into the positive wire feeding the reverse lamp bulb.

By ordering any accessory to be installed in your vehicle or purchasing any product online, you are agreeing to the above.

**DO NOT ORDER ANY PRODUCT ONLINE OR ANY
INSTALLATION FOR PRODUCTS INTO YOUR VEHICLE IF
YOU DO NOT AGREE TO THESE TERMS AND CONDITIONS.**