

General Terms of Business

When you request us to accept your vehicle, you are asking us to perform work, and you are therefore entering into a contract with us in accordance with the 'Supply of Goods and Services Act 1982'.

All assessment/investigation work (unless otherwise agreed) is chargeable.

We can refer customers to a local independent party recovery service, but we DO NOT provide a call-out / recovery service – we recommend ALL customers obtain AA/RAC cover (or equivalent)

All customer vehicles are to be collected on the day work is completed (unless otherwise agreed) – If vehicles are not collected on the same day unless organised by the Gotherington Cross Garage reception team, a STORAGE CHARGE OF £50.00 + VAT PER DAY will be added to your invoice.

Our courtesy cars

We provide a Courtesy Car service to customers, totally at our discretion and subject to availability and in strict accordance with our 'Use of Courtesy Cars' - Terms and Conditions

If our Courtesy Car has been provided and (unless otherwise agreed) is not returned to us on the day work is completed on your vehicle then a LATE RETURN FEE OF £25.00 + VAT per day will be added to your invoice

Payment

All invoices must be paid in full, before collection/release of your vehicle (*unless you hold approved/authorised account terms with us*)

We DO NOT accept payment by AMEX or CHEQUE

We ONLY ACCEPT payment by card for amounts of £10.00 or over

We do not provide credit terms, other than to fully approved and authorised Account holders

Account holders MUST pay their outstanding invoices in FULL no later than 30 days from the Date of Invoice, otherwise (as specified on our invoice) a 15% surcharge will be added to the invoice

Warranty

Our work is provided with the following warranties

- 'Aftermarket' parts (ie : not-main dealer) & labour – 12 months warranty, *subject to any special parts supplier conditions*
- Main dealer parts – 'main dealer' warranty only – no warranty on labour
- No warranty on second hand parts or parts supplied by customer, or the labour charges to fit them
- No Warranty on any 'wear and tear' parts ie braking equipment, tyres or suspension unless the fault is due to a manufacturing defect
- Customers are advised to check wheel torque after 30 miles if any of your wheels have been removed, we are happy to do this for you free of charge

Warranty Claims

In every case, we will ONLY accept payment in full from the customer

Wherever an initial investigation / assessment is required to determine the nature of work to be submitted for warranty approval – the customer will be FULLY liable for payment in full of these investigation/assessment costs, irrespective of the outcome of the Warranty Claim

If the warranty claim is authorised we will notify the customer of the Warranty Company authorisation number to enable the customer to recover costs directly from the Warranty Company.

If the warranty claim is NOT authorised by your warranty company, then of course no authorisation code will be given and our invoice will need to be paid IN FULL by the customer

Some warranty companies only cover part of our labour rate and time – ANY shortfall will need to be paid for by the customer, before the vehicle is released.

Some warranty companies also do not cover some parts, fluids and diagnostics – these MUST be paid for by the customer, before the vehicle is released.

PLEASE NOTE – whilst we will provide our utmost support in assisting warranty claims, it is the customer's responsibility to ensure approval from the warranty company – NOT ours

We reserve the right in ANY circumstances to obtain FULL payment from the customer for work done and for the customer to seek reimbursement from the Warranty Company