

# Terms of Business

1. The following conditions apply to all Customers of the Company. You become a Customer once you enter the Company Premises and/or engage in any type of communication with the Company and/or its employees via any means.
2. Contracts refer to any work agreed to and entered into us by the Customer. Such contracts may be made via the website, in person, during the course of telephone conversations or via other forms of electronic or written communication. By becoming a Customer you automatically provide consent as detailed within our Privacy Policy; details of which can be found on our website.
3. An estimate given for repair is an approximation of the likely cost of that repair without dismantling the vehicle for detailed inspection and is valid for 30 days. Prices of goods and services are those current at the time of the estimate and the Company reserves the right to increase the contract price should additional repairs be found necessary on dismantling the vehicle, or if the price to the Company increases in the period between preparing the estimate and completing the work. If during the progress of work the estimate may be exceeded by any amount the Company will obtain permission from the Customer to continue.
4. If for any reason work requested by the Customer is not carried out in full, the Company reserves the right to charge reasonable amount for the work that has been completed and the cost of the goods supplied and fitted if necessary.
5. Any order, instruction or agreed work, which has been accepted by the Company, may be cancelled only with the agreement of the Company. Cancellations need to be made by the customer no less than 48 hours prior to the agreed appointment slot. Failure to do this will result in a reasonable fee taken to cover the Company's losses. The Customer will pay the Company for all costs, charges or expenses incurred by the Company up until to and as a result of the cancellation regardless of requested time and, where necessary, in addition to a cancellation fee. The Customer will not be entitled to a refund for any goods or services paid for prior to a cancellation or missed appointment.
6. Any variation agreed between the Company and the Customer in the work to be carried out or goods supplied shall replace the original contract and result in a new contract.
7. Unless otherwise expressly stated time is not of the essence of this Contract, nevertheless the Company will endeavour to complete repairs by the date and time agreed but cannot accept responsibility for any delay resulting from any cause beyond the Company's control (including, but not limited to, the non or incorrect delivery and/or late availability of parts or other goods and services). Any liabilities for additional costs and/or inconvenience resulting from such delays are not the responsibility of the Company. The Company does not accept responsibility for incorrect part prices given at the time of the estimate.
8. The Company may refuse to carry out all or part of any work for any reason whether or not an estimate has been provided.
9. The Company may request a deposit before commencing any work. The Customer shall co-operate with the Company in all matters relating to the work being or having been undertaken. Payments being made by third-parties must have cleared in full before the vehicle is collected unless otherwise agreed. The Company reserves the right to ask for payment in full before the commencement of work on any job. Should new parts be required, the Company reserves the right to request payment for the parts prior to any work being undertaken.
10. Payment for all Goods and/or Services, repairs and/or parts supplied is due on completion of work unless otherwise stated. The Goods, Services and/or repairs are completed, for the purpose of these terms and conditions, when notice has been given that the vehicle is ready for collection. All Goods/Services shall remain the absolute and unencumbered property of the Company until such time as the Company has received cleared payment in full from the Customer in respect to the Goods/Services; by agreeing to any work the Customer confirms that it is their own personal property and have full ownership over the vehicle/items and that full ownership is passed to the Company until such time full payment is made and cleared. The preferred method of payment is by BACS or debit card. Payment by cheque is at the discretion of the Company.
11. The Company reserves the right to charge the Customer daily storage fees of up to £50 per day if collection is not made within reasonable time from the date of notice given to the Customer. Reasonable time, for the purpose of the terms of business, constitutes 48 hours from notice, unless otherwise agreed with the Company in writing.
12. It is the Customer's responsibility to make the Company aware, to the best of their knowledge, of any previous paint/repair work to the vehicle. The Company does not accept any responsibility for previous workmanship and/or damage caused to the vehicle due to the previous work. If it is found that a vehicle has had such work undertaken the paintwork warranty offered by the Company will be automatically invalidated. It is the Customer's responsibility to ensure that their vehicle is fully taxed and has a valid MOT certificate whilst left on the Company's premises. The Company does not accept responsibility for any fines or penalties incurred by the Customer's vehicle.

13. The Customer must have their own insurance policy, or be a named driver on an insurance policy which covers the vehicle on Company premises. The Company accepts no liability for any loss or damage to the Customer's vehicle or possessions whilst on the Company premises whatsoever, including within the Company's car parking area, unless such damage is caused by our negligence.
14. The estimate provided overleaf is for use for the stated purpose only and cannot be used for any other purpose. Should the Customer require more than one estimate for more than one purpose it is their responsibility to make the Company aware of this. The Company cannot take any responsibility for the delay in insurance authorisations or third party payments if the incorrect estimate is provided.
15. Part warranties are subject to individual and specific manufacturer warranty conditions (genuine approved parts only). The Company's lifetime warranty applies to new panels which have been supplied, fitted and painted by the Company only. Panels which are original and have been repaired and painted by the Company only for the first time since registration are subject to a 5 year warranty. No warranty is provided for panels/parts which have previously had paintwork or are supplied as second-hand. Alloy wheel repairs carry a one year warranty.