



REPAIR NOTICE – ACCC & QLD COMPLIANT

Your Rights Under the ACL

Under the Australian Consumer Law, customers are entitled to services performed with due care and skill, parts fit for purpose, and repairs completed within a reasonable timeframe. Remedies apply where a major failure occurs.

Repair Authorisation

No work is carried out without express approval. Authorisation may be verbal, written, SMS, or email. If further repairs become necessary, the customer will be contacted before work proceeds.

Estimates, Quotes & Variations

All quotes are estimates based on available information. Additional faults discovered during repair may alter the final cost. Any variation requires customer approval.

Diagnostics & Testing

Diagnostics may be required to identify faults. Diagnostic fees, if applicable, will be disclosed before testing. Diagnostic charges are non-refundable as they cover labour, time, and equipment.

Parts & Replacement

Replacement parts may be new, reconditioned, or exchange units. Customers will be informed if reconditioned or exchange parts are used. Some parts must be returned to suppliers for warranty or exchange requirements.

Return of Old Parts

Requests for old parts must be made prior to work beginning. Requests made after repairs are completed will not be validated. Certain parts cannot be returned if required for warranty exchange programs.

Warranty

Warranty applies only to the parts and labour listed on the invoice. Warranty may be void if the vehicle is misused, modified, or worked on by third parties. All warranty claims must be inspected by Hervey Bay Mechanical.

Vehicle Safety & Refusal of Service

Service may be refused if the vehicle is unsafe, if essential safety repairs are declined, or if inappropriate behaviour occurs.

Vehicle Collection & Storage

Vehicles must be collected within 7 days of completion. Daily storage fees may apply after this period. Uncollected vehicles may be handled in accordance with Queensland legislation.

Road Testing

Road testing may be required for diagnostics or quality control. Customers must notify the workshop before repairs begin if road testing is not permitted.