



## SERVICE POLICY

### ***Bookings & Scheduling***

All bookings require confirmation. Times may vary depending on workload, diagnostics, and parts availability.

### ***Vehicle Check-In***

Accurate contact details are required. Courtesy cars depend on availability and must be returned with equal fuel.

### ***Quotes & Authorisations***

No work begins without approval. Any changes or additional work will always be communicated first.

### ***Diagnostics***

Some faults require testing before quoting. Diagnostic fees are non-refundable and will be discussed beforehand.

### ***Parts & Supply***

We use OEM or quality equivalent parts. Special orders may require pre-payment. Supplier delays will be communicated.

### ***Payment Terms***

Payment is required on collection. Vehicles may not be released until fully paid.

### ***Warranties***

Warranty applies only to listed parts and labour. Warranty may be void if the vehicle is altered by third parties or not maintained. All warranty claims require workshop inspection.

### ***Old Parts***

Requests for old parts must be made prior to work beginning. Requests made after repairs are completed will not be validated.

### ***Customer Responsibilities***

Ensure the vehicle has enough fuel, disclose known faults, and remove valuables before service.

### ***Vehicle Collection & Storage***

Vehicles must be collected within 7 days of completion. Storage fees may apply thereafter.

### ***Road Testing***

Road testing is required for diagnostics and quality control unless declined before work begins.

### ***Safety & Refusal of Service***

Service may be refused if the vehicle is unsafe or in cases of abusive or inappropriate behaviour.