



Unit 27, Moorhaven Farm Units, North Newton, TA7 0BG - 01278 551290 - contact@cmsautocare.co.uk

Terms & Conditions of Service

1. ESTIMATES & AUTHORISATION

- All estimates are provided in good faith and may change if additional work or parts are required.
- No additional work will be carried out without customer authorisation, unless for safety reasons or minor price variations.

2. PAYMENT TERMS

- Payment is due in full upon completion of the work, unless credit terms are arranged at our discretion.
- We accept card, bank transfer, or cash. Cheques are not accepted.
- Vehicles will not be released until full payment is received.

3. VEHICLE COLLECTION

- Vehicles must be collected by the end of the next working day after notification of completion, unless prior arrangements have been made.
- Vehicles left beyond this may incur a storage fee of £10 per day.
- We will always attempt to contact you before storage fees apply.
- After 14 days, we reserve the right to recover storage and repair costs via legal or recovery channels.

4. PARTS & LABOUR WARRANTY

- All parts and labour are covered under our standard 12 months or 12,000 miles warranty (whichever comes first).
- Batteries carry a longer warranty (typically 5 years or 2,000 miles minimum). See our full warranty policy for details.
- Warranty may be void if another garage's work directly affects the parts or repairs we carried out.

5. CUSTOMER-SUPPLIED PARTS

- We do not offer any warranty or guarantee on parts supplied by the customer.
- Labour is chargeable for fitting customer parts regardless of outcome or part failure.

6. LIABILITY

- We are not liable for damage caused by pre-existing faults, unrelated component failure, or issues arising from previous repairs done elsewhere.
- Customers must inform us of any unusual behaviour or known faults before work begins.

7. COURTESY VEHICLES

- See our Courtesy Car Agreement for full details, including driver responsibilities and insurance requirements.

8. CUSTOMER DATA

- We keep your details for contact, invoicing, and service history.
- Customers will be automatically enrolled in service reminders or relevant communications, but may opt out at any time.
- We do not share or sell your information to third parties.

9. REFUSAL OF SERVICE

- We reserve the right to refuse service to any vehicle that is unsafe, illegally modified, or presents a risk to staff or premises.