

## **Car Care Service Centres Ltd, Terms and Conditions**

1. A contract will be binding between CAR CARE SERVICE CENTRES LTD (from this point on known as CCC) and the customer upon the booking of “car service” or any other repair.
2. If you place an order via the phone or internet or in person you warrant that you are legally capable of entering into a contract of sale and you are at least 18 years old and reside in the UK.
3. .CCC will provide details of the cost of each car service and any mechanical work required before the work is done. All work and costs, including additional work must be approved by the customer before any work is carried out. Any estimate given for such work will be valid for a period of 28 days.
4. If the car service or repair cannot be done within 1 day due to circumstances beyond CCC control, an advisor will contact the customer and inform them accordingly – this may sometimes be due to parts not being delivered or available, or the work required may take longer to complete.
5. All work and additional work is subject to VAT as required by law.
6. Special oils or spark plugs may be required for your vehicle service. These may have an additional charge and an. CCC advisor will inform you of the costs on the day of your service.
7. All parts used will adhere to the manufacturers service schedule and warranty and will be of “original equipment” (OE) standard – ensuring all warranties are validated. CCC service schedules may vary schedules are always readily available for customers inspection.
8. Once the car service or repair has been finished, payment will be taken straight after either by debit card or credit card – or cash. The car will then be returned to the customer.
9. CCC do not accept any liability for any damage or losses suffered by the Customer from the storage of its vehicle at the garage.
10. The customer has the right to cancel his car service or repair at any time, as long as any of the agreed work to date has been paid for up to the point of cancellation.
- 10a the customer is also responsible to pay for any parts which are ordered at their request (special orders) should they decided to not continue with the repair.
11. Collection & Delivery is FREE, within a specified radius, the insurance cover on any courtesy or replacement vehicle provided by CCC will normally be covered by the garage's insurance. In the event of a claim on the insurance, the customer will be liable to pay the amount of the excess on the insurance. Also, the customer must adhere to the terms and conditions of the said policy put in place by the CCC. If insurance is not applicable to a courtesy car, CCC will inform the customer who will then be required to provide their own insurance. The customer will be responsible for any fuel used whilst the vehicle is in their custody, should the customer decide not to go ahead with the work after a loan car has been provided CCC reserve the right to make an administration charge for the duration the vehicle is in the customer's possession, vehicles are loaned to the customer for use inside the UK mainland only, any courtesy vehicle must not be removed from the UK without written consent

of the car care centre. Delivery times may vary due to unforeseen circumstances – CCC Team member will always endeavour to contact you accordingly.

12. CCC will not be responsible or liable for any unforeseeable losses; losses that were not caused by CCC employees, agents or representatives' negligence or for any business losses. This does not affect any claim that the customer may have for death or personal injury. Nothing in this condition will affect the customer's statutory rights that the works are performed with due skill and care, that the goods supplied are of satisfactory quality and are fit for their purpose and that the products and services correspond with their description.

13. CCC will not be responsible for any loss of valuable items left by the customer and are not connected to the vehicle or damage to such items.

14. CCC will not be liable for any damage or delay in the services provided if the reasons are down to "an act of God", "industrial action such as strikes", "government disputes" or factors to be deemed out of control of CCC.

14a Every Care will be taken whilst working on your vehicle to provide you with the highest standards of workmanship, CCC, will not be responsible for any extra costs incurred due to breakages, whether that is mechanical or electrical or software related when the damage caused was unavoidable due to natural wear and tear to the vehicle which was present but not always visible prior to the commencement of any work.

15. Health & Safety laws will apply where applicable when each customer's vehicle is serviced.

16. CCC will endeavour to resolve all disputes amicably and professionally normally within 28 days. If the dispute should take longer, CCC will notify the customer accordingly.

16A should the customer not be happy with the decision made by the company in any dispute or the process that has been followed in reaching a decision, they have the right to appeal to an independent body, we are members of several professional bodies each one of these organisations provide (alternative dispute resolution) If you require any information or contact details we will only be too happy to provide them these organisations are quite clearly displayed on our website.

**17.** Payment for all Goods and/or Services, repairs and/or spare parts supplied is due on completion of work. The goods and/or Services, repair is completed for the purpose of these terms and conditions when notice has been given that the vehicle is ready for collection. All Goods and/or 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 of such Goods and/or Services. Cheques will not be accepted

THESE TERMS AND CONDITIONS AND THE GUARANTEE TERMS CONTAINED IN THEM DO NOT AFFECT THE STATUTORY RIGHTS OF A CONSUMER REGARDING FAULTY OR MISDESCRIBED PRODUCTS OR SERVICES OR ANY FAILURE BY CCC IN THE SUPPLY OF GOODS OR THE UNDERTAKING OF WORK.

FOR MORE INFORMATION ABOUT YOUR STATUTORY RIGHTS, PLEASE CONTACT THE CITIZENS' ADVICE BUREAU. THEY CAN ALSO ASSIST you WITH INFORMATION regarding THE CONSUMER PROTECTION ACT.

These terms and conditions are subject to change and updates from time to time.