



Terms & Conditions

S & S Repair Centre Ltd

In these Terms and Conditions, "Customer" means any person, firm, company or organisation that enters into or wishes to enter into a supply contract/licence (not exhaustive) or request contract with S & S Repair Centre Ltd (hereinafter referred to as S & S).

1. Acceptance of Contract and Limitations

(a) Any estimate provided by S & S shall not constitute an offer by S & S. The contract shall be formed when S & S accepts an order from the Customer, whether written or verbal, to proceed with the work in accordance with the estimate.

(b) Where an increase in the price of the work is 10% or more, a supplementary estimate will be submitted to the Customer. Such work shall not be undertaken, nor parts and/or materials used without the prior approval of the Customer. If the Customer elects not to authorise the additional work/cost, the vehicle (or other works) will be made ready for collection and the Customer shall pay, prior to the release of the vehicle (or other works), all reasonable charges for work already undertaken.

(c) Liability will not be accepted under any circumstances, for error codes, malfunction or related electrical problems or "Misting" of headlights.

(d) S & S reserves the right, unless notified in writing prior to the commencement of the work, to take images of vehicles on site and use such images for purposes of commercial use and/or marketing. All images taken are protected by copyright law and cannot be copied, downloaded or altered in any way without the prior written consent of S & S. Customers are advised that it is strictly forbidden to take images of vehicles, staff or premises without prior written consent.

2. Completion

Any completion dates are given in good faith by S & S. In the event of a delay S & S will advise the Customer and provide reasons for the delay. S & S cannot be held responsible for any charges incurred by the Customer due to any such delay nor bear responsibility for replacement vehicles or hire charges. S & S cannot accept any responsibilities for vehicles left on the premises 24 hours after notification of completion.

3. Collection

A collection and delivery service can be made available by prior arrangement but may be subject to a fee. It is the responsibility of the customer to ensure that oil and water levels are correct, and the vehicle contains adequate fuel to enable the service to be completed. If fuel needs to be supplied by S & S, a copy of the receipt shall be provided, and the cost shall be borne by the customer.

4. Substitutions

S & S shall obtain the Customers permission to repair or fit repaired units where new parts contained in the estimate are unavailable or unobtainable within a reasonable timeframe and shall not execute the work until such permission is given.

5. Exchange Units

In the event of a new or factory reconditioned unit being fitted, a used unit surcharge may be levied pending examination and acceptance of the used unit being fit for reconditioning within the exchange scheme. On receipt of the manufacturer's credit note in respect of the used unit, any surcharge passed on to the Customer will be credited, less any costs incurred.

Terms & Conditions

6. Corrosion

Whilst every effort will be made to locate and deal with areas of corrosion, S & S cannot guarantee that corrosion present within the metal, but which is not obvious, will not become evident and thus affect the exterior finish of the vehicle during the usual warranty period.

7. Disposal of Uncollected Goods

(a) Vehicles. S & S shall, as soon as reasonably practical after the performance of the work, give the Customer notice that the vehicle is ready for collection. If the Customer shall fail to remove the vehicle (or fail to make full payment, or fail to provide payment authorisation as in 10(f), to enable the release of the vehicle) from S & S's premises within three months of such notice, S & S shall be entitled to dispose of the same in the manner permitted by the Torts (interference with goods) act 1977 or any statutory modifications or re-enactments thereof from time to time. During such period, S & S shall reserve the right to levy a daily storage charge not exceeding that of government and or civil agencies - The Removal, Storage and Disposal of Vehicles (Prescribed Sums and Charges) Regulations 2008 - and same storage charges be made in addition to original estimate and costs.

(b) Personal effects and Parts. Customers personal items and/or remaining parts will be kept for up to fourteen days after which time they will be disposed of. No responsibility for loss or damage will be accepted after such time.

8. Guarantee - Bodywork Repair Only

(a) S & S guarantees to replace or repair any defective part or finish which needs replacement or repair by reason of defective material or workmanship. This guarantee shall continue for the guarantee period of the product(s) used which is up to 5 years subject to annual inspections. The guarantee applies only to the work carried out by S & S and detailed in the original specification for repair. The guarantee is not transferable.

(b) Customer expenses are not accepted unless first agreed to in writing by S & S. This does not affect your rights under The Sale and Supply of Goods to Consumers Regulations 2002, and The Supply of Goods and Services Act 1982.

(c) Unless otherwise stated as genuine, all parts included in package prices are Non O.E. and the Customer accepts any limitations in the use of these products.

(d) Parts not supplied by S & S shall be considered outside of any warranty or guarantee.

(e) No claim will be met under the guarantee if the vehicle has been used for racing, abused, damaged by wear and tear, modified or involved in further accidents.

9. Liabilities

(a) S & S shall not be liable in the event of non-fulfilment of a contract owing to events beyond its control.

(b) All valuables are required to be removed and are the responsibility of the customer.

(c) S & S does not accept responsibility for vehicles left after 24 hours of completion notification.

10. Payment

(a) Payment is due in full upon completion unless otherwise agreed.

(b) No discounts unless agreed in writing.

(c) Interest may be charged on overdue accounts.

Terms & Conditions

- (d) S & S retains a lien on vehicles until payment is made.
- (e) VAT will be charged at the applicable rate.
- (f) For insurance work, Customers must authorise payment to S & S.
- (g) All parts remain property of S & S until paid.
- (h) The Customer remains responsible for payment if third parties fail to pay.

11. Outside Supply Contracts

- (a) All legal communications must be in writing.
- (b) Unsolicited contracts are not accepted unless agreed.
- (c) Administration fees may apply.
- (d) Premises are private property and restricted areas must not be accessed.
- (e) Images cannot be taken without permission.