

TERMS AND CONDITIONS

Prices are agreed in advance on the photos supplied by the customer which will be sent in a written quotation for the work agreed to be carried out.

Any additional repairs the customer would like to be repaired can be quoted for at an additional price. If there is adequate time to carry out the repair this can be done on the same appointment otherwise this would be rebooked for another appointment.

There is a £20 non refundable booking fee to be paid upon making a booking.

The car is to be clean to work on.

the area to be repaired is to be clean. (if you have your car cleaned at a mobile car wash, please specify no tire gels, trim gel or silicone products are used. As this can have a negative affect on the painted area causing paint reactions.)

How to prepare for our visit.

to carry out the repair we need somewhere safe to work and access to power. Ideally on a driveway with parking for your vehicle and our vehicle. Areas which aren't suitable are underground car parks, permit controlled zones, double yellow or red zone areas or busy pedestrian areas.

Cancellations

If for any reason you are unable to honor the appointment, please allow 48 hours notice otherwise or a £50 cancellation fee will be charged. As this appointment is booked specifically for you and we will be unable to replace the booking at short notice.

Previous poor repairs

After the damage has been inspected in person, if there is a poor previous repair on the panel to be repaired, paint and bodywork have a right to refuse to carry out the repair unless you are willing to sign a waiver accepting responsibility that the poor previous repair may affect the quality of the repair to be carried out.

Weather conditions

The weather can influence the quality of repair during wet or windy weather, if its safe to use the canopy to cover the area being repaired this can be used. But this is at the discretion of paint and bodywork. if the weather isn't suitable another appointment can be arranged.

Payments

The invoice for the repair will be sent the day before the repair along with bank details to pay by bank transfer. Payments must be received before the technician leaves, cash and card payments are accepted, there is a 1.25% card fee if paying by card.

Quality of repairs

While we aim to complete a faultless repair, in some cases this isn't achievable due to the type of damage and different materials and the point of impact of the damage. This will be discussed before the repair is undertaken. We will not be responsible for further bodyshop repairs.

3rd party repairs

If someone else is responsible for the damage to your car, payments must be made before the repair is undertaken.

