



SNIKREP AUTOCARE

TERMS OF BUSINESS

Version 1.2

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Snikrep Autocare

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These Terms of Business apply to services supplied by Snikrep Autocare to consumers and, where applicable, business customers.

By accepting a quotation, making a booking, instructing Snikrep Autocare to begin work or allowing work to proceed, the customer agrees to these Terms of Business.

These Terms of Business should be read alongside Snikrep Autocare's Booking and Cancellation Policy, applicable quotations, work authorisations and any information provided before a booking is confirmed.

If there is any inconsistency between these Terms of Business and another business policy, these Terms of Business will take priority unless expressly agreed otherwise in writing.

1. Bookings and Customer Information

Customers must provide accurate and complete information reasonably required to arrange and carry out a booking, including:

- Name



- Contact details
- Vehicle registration number
- Vehicle make and model
- Vehicle location
- Details of requested work
- Known faults, warning lights and symptoms
- Any modifications or non-standard equipment

The customer must ensure the vehicle is legally and safely accessible at the agreed location.

A safe, legal, reasonably level and suitable working area with sufficient space around the vehicle must be provided.

Any keys, locking wheel nut keys, security devices, security codes or other items reasonably required to carry out the work must be made available.

The customer, or an authorised representative aged 18 or over, should be available during the appointment where reasonably required.

Customers will normally be provided with a one-hour estimated arrival window.

Arrival times remain estimates and may be affected by traffic, weather conditions, emergency breakdowns, previous appointments, parts availability and circumstances outside Snikrep Autocare's reasonable control.

Snikrep Autocare will make reasonable efforts to notify customers of significant delays.

2. Estimates and Quotations

An estimate is an approximate indication of cost based on the information available at the time.

A quotation is based on the information supplied, anticipated labour requirements and expected parts requirements.



Labour calculations may be based on recognised manufacturer standard repair times, industry labour guides, technician experience and the practical requirements of carrying out work safely and correctly.

Actual labour time may vary due to:

- Corrosion
- Seized components
- Previous repairs
- Access restrictions
- Additional faults
- Vehicle condition
- Other circumstances outside Snikrep Autocare's reasonable control

Quotations remain valid for 14 days unless otherwise stated.

Quotations remain subject to parts availability and supplier price changes.

No additional chargeable work will be carried out without customer authorisation.

3. Diagnostics and Fault Finding

The standard diagnostic charge is £60 and covers up to one hour of diagnostic investigation.

Diagnostic charges cover:

- Technician time
- Technical information
- Diagnostic equipment
- Testing procedures
- Professional judgement and experience

Snikrep Autocare does not replace parts solely at a customer's request.



Customer opinions, fault-code scans, online research or diagnoses provided by third parties do not constitute confirmation that a particular component has failed.

Snikrep Autocare reserves the right to carry out its own inspections, tests and diagnostic procedures before recommending or replacing any component.

Fault codes alone do not necessarily identify a failed component.

Payment of a diagnostic charge does not guarantee that every fault can be conclusively identified during the initial appointment.

Further faults may become apparent during diagnosis, testing, repair or subsequent use of the vehicle.

Additional authorised diagnostic time will be charged at the applicable labour rate.

Attendance and diagnostic work do not guarantee that a vehicle can be repaired or returned to service during the appointment.

4. Authorisation of Work

Work may be authorised:

- Verbally
- By telephone
- By email
- By SMS
- By WhatsApp
- Through social media messaging
- In writing
- Through another agreed communication method

Approval provided by telephone, recorded call, electronic message or written communication will be treated as authorisation to carry out the agreed work.

The person authorising work confirms that they are the registered keeper, vehicle owner or otherwise have authority to approve work and incur associated charges.



5. Parts and Materials

All parts used by Snikrep Autocare must be sourced and supplied by Snikrep Autocare.

Parts may consist of genuine manufacturer parts, OEM-quality parts or reputable aftermarket components depending on availability, suitability and customer requirements.

Snikrep Autocare will use reasonable care when identifying and sourcing suitable parts.

Parts supplied but not yet fitted remain the property of Snikrep Autocare until payment has been received in full.

Removed parts will normally be disposed of unless the customer requests to retain them before work begins.

Exchange, surcharge or warranty-return parts may not be available for customer retention.

Special-order parts, electrical components and non-returnable items may not be eligible for refund once ordered unless faulty or required by law.

6. Customer-Supplied Parts

Snikrep Autocare does not fit customer-supplied parts under any circumstances.

Customers must not purchase or supply parts for fitting by Snikrep Autocare.

Diagnostic, attendance, labour, cancellation or unsuccessful attendance charges may remain payable where customer-supplied parts are presented.

7. Labour Charges and Service Rates

Current standard rates are:

- Standard Labour Rate: £55 per hour
- Out-of-Hours Labour Rate: £75 per hour
- Initial Diagnostic Investigation: £60 (up to one hour)
- Same-Day Breakdown/Non-Start Attendance: £80



- Consumables and Environmental Charge: £5 per invoice

Normal business hours are:

Monday to Friday, 09:00 to 17:00

A minimum labour charge of one hour applies.

After the first hour, labour is charged in 0.05-hour increments (3-minute intervals).

Where multiple jobs are completed during a single appointment, labour will be combined and charged according to the total labour time.

A fixed Consumables and Environmental Charge of £5 will be added to every invoice.

This charge contributes towards consumables, cleaning products, protective materials, waste disposal, environmental compliance costs and materials used in providing mobile vehicle maintenance and repair services.

8. Payment

Unless agreed otherwise in writing before work begins, payment is due immediately upon completion of the work.

Accepted payment methods are:

- Card payment
- Bank transfer

Cash payments are not accepted.

Invoices issued electronically are payable immediately upon receipt unless alternative payment terms have been agreed in writing.

Deposits or advance payments may be required for:

- Special-order parts
- High-value parts
- Larger repairs
- Out-of-hours appointments



- Same-day breakdown attendance
- Other circumstances explained before booking confirmation

Where parts have been ordered specifically for a customer and cannot reasonably be cancelled, returned or reused, the customer may remain responsible for reasonable costs incurred.

Snikrep Autocare reserves the right to decline future bookings, repairs, diagnostics, servicing, recovery or towing services where previous invoices remain unpaid.

Customers are encouraged to raise concerns directly with Snikrep Autocare before initiating a chargeback or payment dispute where reasonably possible.

9. Failed Appointments and Unsuccessful Attendance

An unsuccessful attendance charge may apply where:

- The customer is unavailable
- The vehicle is unavailable
- Access to the vehicle cannot be obtained
- The customer cannot be contacted
- Incorrect address details have been provided
- Materially incorrect vehicle information has been supplied
- Required keys, wheel nut keys or security information are unavailable
- Customer-supplied parts are presented
- The location is unsafe or unsuitable
- Work cannot proceed because of circumstances within the customer's reasonable control

Charges normally apply as follows:

- Within approximately 10 miles of Sileby: £40
- Between 10 and 15 miles of Sileby: £50



Where the customer is present, payment may be collected by card.

Where the customer is not present or cannot be contacted, an electronic invoice may be issued and payment will be due immediately upon receipt.

10. Mobile Working Conditions

Snikrep Autocare is a mobile vehicle repair business.

Work may be refused, postponed, suspended or stopped where conditions are unsafe or unsuitable.

This includes:

- Unsafe roadside locations
- Motorways
- Live carriageways
- Dangerous verges
- Heavy or fast-moving traffic
- Severe weather conditions
- Inadequate lighting
- Unstable or excessively sloped ground
- Hazardous environments
- Excessively contaminated vehicles
- Aggressive, abusive or threatening behaviour

Snikrep Autocare reserves the right to decline work where it would be unsafe, technically inappropriate, outside equipment limitations, beyond insurance restrictions or contrary to professional judgement.



11. Same-Day Breakdown and Non-Start Attendance

The same-day breakdown/non-start attendance fee is £80 and must be paid before attendance.

The fee includes:

- Attendance
- Initial assessment
- Initial inspection
- Up to one hour of labour

Attendance does not guarantee diagnosis, repair, recovery, restarting or restoration of roadworthiness.

Where labour beyond the first hour is authorised:

- Work carried out during business hours will be charged at £55 per hour.
- Work carried out out-of-hours will be charged at £75 per hour.

Additional diagnostics, specialist testing, labour and parts are charged separately.

12. Towing and Recovery Services

Snikrep Autocare may provide limited towing or recovery assistance where considered safe, practical and lawful.

Recovery may be carried out using:

- A towing pole
- A towing strap

The maximum vehicle kerb weight that may be towed is 1,340kg.

Vehicles exceeding this weight limit will not be towed.

The customer must remain with and be responsible for the recovered vehicle at all times.



The customer must follow all reasonable instructions provided during towing or recovery operations.

Towing and recovery services are charged at the applicable labour rate.

A minimum charge of one hour applies.

After the first hour, recovery services are charged in 30-minute increments.

Snikrep Autocare reserves the right to refuse towing where conditions are unsafe, unsuitable, uninsured or outside equipment limitations.

13. Services Not Offered

Unless otherwise agreed in writing, Snikrep Autocare does not undertake:

- Timing belt replacement
- Timing chain replacement or repair
- Clutch replacement or repair
- Gearbox or transmission repairs
- Glass repair or replacement
- Tyre replacement or tyre fitting
- Repairs requiring a hydraulic press
- Vehicle modifications
- Vehicle performance tuning
- Vehicle customisation

Snikrep Autocare reserves the right to refuse any work considered outside the services offered.

14. Equipment Limitations and Specialist Work

As a mobile vehicle repair business, Snikrep Autocare operates using equipment suitable for mobile working environments.



Certain repairs require specialist workshop facilities, lifts, presses, alignment equipment, manufacturer-specific tooling or other equipment not available during mobile operations.

Snikrep Autocare reserves the right to decline work where suitable equipment is unavailable or where the repair cannot be completed safely and correctly.

Where work falls outside the services offered, recommendations for specialist repairers or service providers may be provided as a courtesy.

Any such recommendation does not constitute an endorsement or guarantee.

Snikrep Autocare accepts no responsibility for the services, workmanship or advice provided by third parties.

15. Recommendations and Declined Work

Safety-related recommendations, advisory items and declined repairs may be recorded on quotations, invoices, vehicle health checks, job records, inspection reports and digital records.

The customer accepts responsibility for any decision not to proceed with recommended repairs after being informed of the associated risks.

Snikrep Autocare may advise that a vehicle should not be driven where it is considered unsafe or potentially unlawful to use.

16. Road Testing and Vehicle Movement

The customer authorises Snikrep Autocare to start, move and road-test the vehicle where reasonably necessary.

Road testing may be carried out before, during or after repair for:

- Diagnosis
- Verification
- Quality control
- Completion of the agreed work



The customer confirms that the vehicle is appropriately insured, taxed and legally permitted to be used on the road unless disclosed before work begins.

17. Insurance and Vehicle Value

Snikrep Autocare maintains insurance appropriate to its business activities, subject at all times to the limitations, exclusions, conditions and excesses of the relevant policies.

Customers must notify Snikrep Autocare before work begins if they believe the vehicle's market value exceeds £40,000.

Towing and recovery activities remain subject to applicable insurance cover.

18. Battery Systems, Electronics and Stored Data

Some vehicles require battery coding, registration, programming or adaptation procedures following battery replacement.

Additional charges may apply where specialist equipment or manufacturer-specific procedures are required.

Customers are responsible for ensuring any required radio, security or infotainment codes are available before work begins.

Snikrep Autocare is not responsible for the loss of radio presets, navigation data, Bluetooth pairings, dashcam recordings or similar stored information resulting from battery disconnection except where liability cannot legally be excluded.

19. Photographs, Video Recordings and Communications

Snikrep Autocare may take photographs and video recordings before, during and after work.

These may be used for:

- Diagnostics
- Job records
- Warranty administration



- Insurance matters
- Complaint handling
- Debt recovery
- Legal proceedings
- Staff training
- Marketing
- Advertising
- Social media

Reasonable steps will be taken to avoid displaying personal information such as addresses, paperwork and vehicle registration numbers where practical.

Telephone calls may be recorded, monitored or documented for quality assurance, training, complaint handling, dispute resolution, fraud prevention, debt recovery, insurance matters and evidential purposes.

20. Warranty and Concerns

Labour carried out by Snikrep Autocare is warranted for the same period as the supplied part warranty, subject to the terms and conditions of the relevant supplier or manufacturer.

Customers must contact Snikrep Autocare as soon as reasonably possible if they believe there is a problem with work completed.

Snikrep Autocare must be given a reasonable opportunity to inspect and investigate any warranty claim before further work is carried out elsewhere.

Where Snikrep Autocare reasonably believes that a repair, component or relevant area of the vehicle has been dismantled, adjusted, altered, repaired, removed or otherwise interfered with by another party before inspection can take place, warranty claims may be rejected only to the extent that such interference prevents Snikrep Autocare from properly investigating the concern.

Warranty does not normally cover:



- Normal wear and tear
- Misuse
- Neglect
- Accident damage
- External damage
- Pre-existing faults
- Interference by third parties
- Failure to follow recommendations
- Continued use after warnings
- Damage arising from modifications

Nothing in this section affects statutory consumer rights.

21. Data Protection

Customer information may be used for:

- Managing bookings
- Producing quotations
- Carrying out diagnostics
- Carrying out repairs
- Producing invoices
- Warranty administration
- Complaint handling
- Legal compliance

Further information is available in Snikrep Autocare's Privacy Policy.



22. Complaints

Any complaint should be raised as soon as reasonably possible using:

Telephone: 01509 351062

Email: info@snikrepautocare.co.uk

Website: www.snikrepautocare.co.uk

We aim to acknowledge complaints within 5 working days and provide a substantive response within 14 working days where reasonably practicable.

23. Governing Law

These Terms of Business are governed by the laws of England and Wales.

Nothing in these Terms limits or removes any statutory rights available to consumers.