

Snikrep Autocare — Terms of Business

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

Snikrep Autocare

91 Excelsior Way
Sileby
Loughborough
Leicestershire
LE12 7XE

Telephone: 01509 351062

Email: info@snikrepautocare.co.uk

Website: www.snikrepautocare.co.uk

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 quotation, work authorisation and any other information provided before the 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 the booking, including their name, contact details, vehicle registration number, make, model, location and any known symptoms, faults or relevant repair history.

The customer must ensure that the vehicle is legally and safely accessible at the agreed location and that a safe, legal, reasonably level and suitable working area with sufficient space around the vehicle is available.

The customer must make available any vehicle key, locking-wheel-nut key, wheel-security key, security code or other item reasonably required to carry out the agreed work. Additional attendance, labour or rearrangement charges may apply where work cannot proceed because a required item has not been provided.

Appointment and arrival times are estimates and may be affected by traffic, weather, previous appointments, parts availability, emergencies or circumstances outside our reasonable control. We will make reasonable efforts to inform customers of significant delays.

2. Estimates and Quotations

An estimate is an approximate indication of cost based on the information available at the time. The final cost may change if additional faults, parts, labour or unforeseen work are identified.

A quotation is based on the work, parts and information specified at the time it is issued. Quotations may be revised where:

Additional work is requested;

Previously hidden faults or damage are discovered;

Components are seized, corroded, damaged or previously repaired;

Incorrect or incomplete vehicle information has been supplied;

Additional parts, materials or labour are reasonably required; or

Supplier prices or parts availability change.

No additional chargeable work will be carried out without the customer's approval.

Unless otherwise stated, quotations are valid for 14 days and remain subject to parts availability and supplier price changes.

3. Diagnostics and Fault Finding

Diagnostic charges cover the agreed amount of diagnostic time and the use of professional diagnostic equipment, technical information, testing procedures and technician expertise.

Unless otherwise stated, the standard diagnostic fee covers up to one hour of diagnostic time.

Payment of a diagnostic fee does not guarantee that every fault can be conclusively identified within the initial appointment. Intermittent, electrical, communication, wiring or complex faults may require additional testing, dismantling, specialist equipment or further diagnostic time.

Where additional investigation is recommended, the findings and any further charges will be discussed with the customer before additional chargeable work is carried out.

Fault codes alone do not necessarily identify a failed component. Any diagnosis or repair recommendation will be based on the information, symptoms and test results available at the time.

4. Authorisation of Work

Work may be authorised verbally, in writing, by telephone, email, text message, WhatsApp, social-media message or another agreed communication method.

The person making the booking confirms that they are the registered keeper, vehicle owner or have appropriate authority to approve work and incur charges relating to the vehicle.

Where additional work is identified, Snikrep Autocare will seek the customer's approval before proceeding.

Approval provided through telephone calls or electronic messages will be treated as authorisation to carry out the agreed work.

5. Parts and Materials

All parts required for servicing, maintenance or repairs must be sourced and supplied by Snikrep Autocare.

Parts may be genuine manufacturer parts, original-equipment-quality parts or reputable aftermarket components, depending on availability, suitability, customer preference and the agreed quotation.

Snikrep Autocare will use reasonable care when identifying and sourcing suitable parts using the vehicle information available.

Parts supplied but not yet fitted remain the property of Snikrep Autocare until payment has been received in full, to the extent permitted by law. Nothing in this clause gives Snikrep Autocare an automatic right to remove parts once fitted to a customer's vehicle.

Removed parts will be disposed of appropriately unless the customer requests to retain them before work begins. Certain exchange, surcharge or warranty-return parts must be returned to the supplier and may not be available for the customer to retain.

6. Customer-Supplied Parts

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

Customers must not purchase or supply parts for an appointment for fitting by Snikrep Autocare. Where a customer believes a particular part is required, this should be discussed with Snikrep Autocare so that the part can be sourced and supplied by us.

This policy allows Snikrep Autocare to verify suitability and compatibility, maintain appropriate quality standards and provide clear warranty support where applicable.

Any customer-supplied parts brought to an appointment will not be fitted. Where an appointment has already been booked or attended, the customer may remain liable for any applicable booking, attendance, diagnostic, labour or cancellation charges.

7. Booking Fees, Labour and Additional Charges

A booking fee is payable when a normal future appointment is confirmed. The applicable booking fee is determined by the customer's location in accordance with the Standard and Extended Service Areas shown on the Snikrep Autocare website.

The current booking fees are:

Standard Service Area: £40;

Extended Service Area: £50.

The booking fee is an advance payment towards the agreed work and will be deducted from the customer's final invoice. It is not an additional charge on top of the agreed cost of the work.

Where a booking is cancelled or rearranged with more than 24 hours' notice, the booking fee will be refunded in full, subject to any statutory rights or other applicable legal requirements.

Where a booking is cancelled with less than 24 hours' notice, the applicable booking fee may be retained as the cancellation charge. Any booking fee retained for this reason will not be charged again.

Where Snikrep Autocare attends the agreed location but the appointment cannot proceed for a reason covered by the Booking and Cancellation Policy's unsuccessful attendance provisions, the booking fee already paid will be credited against the applicable unsuccessful attendance charge. The customer will not be charged the same amount twice.

Labour will be charged at the rate agreed before work begins or as shown in the relevant quotation.

A minimum labour charge equivalent to one hour at the applicable labour rate will apply where the total standard labour time for the work booked is less than one hour and no other chargeable work is being carried out during the same appointment.

Where multiple jobs are completed during the same appointment, labour will be combined and charged according to the total agreed labour time rather than applying a separate one-hour minimum to each individual job.

Call-out charges, where applicable, cover attendance and travel within the agreed service area. They do not include parts, additional labour, specialist testing, additional diagnostic time or repairs carried out following the initial assessment unless expressly stated.

Snikrep Autocare does not provide, arrange or recover vehicles by means of vehicle recovery, towing or transportation services. Where a vehicle cannot be repaired safely or effectively at the customer's location, the customer is responsible for arranging any recovery or transportation required.

Evening, weekend and other agreed out-of-hours appointments are charged at the applicable standard labour rate plus an out-of-hours premium. The applicable rate and premium will be confirmed before the booking is accepted or shown in the quotation.

Workshop sundries, consumables, environmental charges and waste-disposal costs may be charged where applicable and will be included in the quotation or invoice.

8. Payment

Unless alternative payment terms have been agreed in writing, payment of any balance due is required immediately upon completion of the work.

Accepted payment methods will be confirmed at the time of booking or shown on the invoice.

A deposit or advance payment may also be required for:

Special-order parts;

High-value parts;

Larger repairs;

Work requiring a significant advance commitment; or

Other circumstances explained before the booking is confirmed.

Any required deposit or advance payment and applicable conditions will be explained before payment is requested.

The normal booking fee described in Section 7 is separate from any additional deposit or advance payment required for special-order parts, high-value parts or larger repairs.

Same-day breakdown/non-start call-out fees are subject to the separate provisions set out in Section 11.

Where parts have been ordered specifically for a customer and cannot reasonably be cancelled, returned or reused, the customer may be responsible for reasonable costs actually incurred, subject to the customer's statutory rights.

Invoices not paid when due may result in further work or future bookings being declined. Snikrep Autocare reserves the right to take reasonable steps to recover overdue amounts.

9. Cancellations and Missed Appointments

Customers should provide at least 24 hours' notice when cancelling or rearranging an appointment.

Where more than 24 hours' notice is provided, the normal booking fee will be refunded in full.

Where less than 24 hours' notice is provided, the applicable £40 or £50 booking fee may be retained as the cancellation charge. Any booking fee retained will not be charged again.

If we attend the agreed location and:

The customer or vehicle is unavailable;

We cannot access the vehicle;

We cannot contact the customer;

The vehicle information provided is materially incorrect;

Customer-supplied parts are presented for fitting; or

The work cannot be carried out because of circumstances within the customer's reasonable control,

the applicable unsuccessful attendance charge and any reasonable costs already incurred may remain payable. Any booking fee already paid will be credited against the applicable unsuccessful attendance charge and will not be charged twice.

10. Mobile Working Conditions

The customer must provide a safe, legal, reasonably level and suitable working area with sufficient space around the vehicle.

Snikrep Autocare may refuse, postpone, suspend or stop work where conditions are unsafe or unsuitable, including:

Unsafe roadside locations;

Heavy or fast-moving traffic;

Insufficient working space;

Severe or unsuitable weather;

Unstable, soft, uneven or excessively sloped ground;

Inadequate lighting;

Hazardous surroundings;

Unsafe vehicle condition;

Aggressive, abusive, threatening or discriminatory behaviour; or

Any condition preventing the safe lifting, support, inspection or repair of the vehicle.

Snikrep Autocare will not carry out work where doing so would create an unreasonable risk to the customer, the public, the vehicle, property or our personnel.

Where work cannot proceed because the location or conditions are unsuitable, the applicable unsuccessful attendance or call-out charge may remain payable. Any booking fee already paid will be credited against the applicable unsuccessful attendance charge.

11. Same-Day Breakdown and Non-Start Call-Outs

The same-day breakdown/non-start call-out service is available where the customer requests attendance on the same day and Snikrep Autocare is able to provide such attendance.

The same-day breakdown/non-start call-out fee is £80 and is payable in full when the booking is confirmed and before Snikrep Autocare travels to the customer's location.

The £80 same-day breakdown/non-start call-out fee covers attendance within the agreed service area, an initial inspection and assessment of the reported fault, and up to one hour of labour.

The £80 same-day breakdown/non-start call-out fee is a separate service charge. It is not a normal booking fee, is not credited against any subsequent repair invoice and does not reduce the cost of parts, additional labour or further repairs.

Where the vehicle cannot be repaired during the same-day attendance, including where required parts are unavailable, the customer may arrange a further appointment for Snikrep Autocare to complete the repair. No further normal booking fee will be charged for that subsequent appointment, and the original £80 same-day breakdown/non-start call-out fee will not be credited against the final repair invoice.

Attendance does not guarantee that the vehicle can be repaired, restarted or made roadworthy at the roadside or customer's location.

Where a repair cannot be completed safely or effectively at the location, Snikrep Autocare will explain the findings where possible and recommend appropriate next steps.

Additional diagnostic time, labour beyond the first hour, parts, repairs or specialist testing are not included in the £80 fee unless expressly stated or included within an agreed quotation.

Snikrep Autocare does not provide, arrange or recover vehicles by means of recovery, towing or transportation services. Any recovery or transportation required is the customer's responsibility to arrange separately.

Any additional chargeable work will be discussed with and authorised by the customer before proceeding.

If Snikrep Autocare is unable to attend a prepaid same-day breakdown/non-start appointment, the customer will be offered a full refund of the £80 fee or the option to transfer the payment to a rearranged same-day attendance.

12. Completion Times and Parts Availability

Any arrival, completion or repair time is an estimate unless expressly agreed otherwise in writing.

Delays may occur because of:

Parts availability;

Supplier or delivery delays;

Weather or traffic;

Additional or hidden faults;

Seized, corroded or damaged components;

Incorrect parts;

Specialist requirements; or

Circumstances outside our reasonable control.

Snikrep Autocare will make reasonable efforts to keep the customer informed of significant delays.

13. Vehicle Condition and Pre-Existing Faults

Snikrep Autocare is not responsible for faults, damage, wear, corrosion, deterioration or previous repairs that existed before work began or were not reasonably visible or detectable during the agreed work.

Older, heavily corroded, modified, neglected or previously repaired vehicles may present additional risks. Components may seize, fracture, deteriorate or fail during reasonable inspection, testing, dismantling or removal because of age, wear, corrosion, previous damage or deterioration.

Where additional work, parts or labour are required because of these conditions, the customer will be informed and approval will be sought before further chargeable work proceeds.

14. Recommendations and Declined Work

Where Snikrep Autocare identifies additional faults, safety concerns, maintenance requirements or recommended repairs outside the agreed work, these may be communicated to the customer verbally or in writing and, where reasonably practicable, recorded on the quotation, job record, vehicle health check or invoice.

The customer remains responsible for deciding whether to authorise any recommended work and for the continued use of the vehicle after being informed of a fault, risk or recommendation.

Where recommended work is declined or postponed, Snikrep Autocare may record this on the quotation, job record or invoice.

Snikrep Autocare may advise that a vehicle should not be driven where it is considered unsafe or potentially unlawful to use. Nothing in this section authorises Snikrep Autocare to prevent the customer from taking possession of the vehicle where there is no lawful basis to do so.

15. Road Testing and Vehicle Movement

The customer authorises Snikrep Autocare to start, move or road-test the vehicle where reasonably necessary for diagnosis, inspection, repair, verification or completion of the agreed work.

The customer confirms that the vehicle is appropriately insured, taxed, has a valid MOT where required and is otherwise legally permitted to be used on the road unless disclosed before work begins.

Snikrep Autocare may decline to road-test a vehicle considered unsafe or unlawful to drive.

16. Insurance and Vehicle Value

Snikrep Autocare maintains insurance appropriate to its business activities, including motor-trade road-risk and public liability insurance, subject at all times to the terms, conditions, exclusions, excesses and limits of the applicable policies.

Our current motor-trade road-risk insurance is subject to a maximum vehicle market value of £40,000. Customers must inform Snikrep Autocare before work begins if they believe the vehicle's current market value may exceed this limit.

Snikrep Autocare may decline to move or road-test a vehicle where its value exceeds the applicable insurance limit or where the vehicle falls outside the scope of our insurance cover.

The customer remains responsible for ensuring that the vehicle has any insurance, tax, MOT and other legal requirements applicable to its ownership and use, unless otherwise agreed in writing.

17. Warranty and Concerns

If the customer believes there is a problem with work carried out by Snikrep Autocare, they should contact us as soon as reasonably possible and provide us with a reasonable opportunity to inspect the vehicle and investigate the concern.

Customers should not arrange for another business or person to dismantle, alter or repair the relevant work before Snikrep Autocare has been given a reasonable opportunity to inspect it, except where urgent action is reasonably necessary for safety or to prevent further damage.

Any applicable warranty will depend on the nature of the work completed and the terms of any relevant parts supplier or manufacturer warranty. Details of any applicable warranty will be provided where appropriate.

Warranty will not normally cover:

Normal wear and tear;

Misuse, neglect or improper use;

Accident, impact or external damage;

Unrelated or pre-existing faults;

Subsequent work, alteration or interference by another person;

Failure caused by another component or vehicle system;

Continued use of the vehicle after a warning or fault becomes apparent;

Failure to follow advice or recommended repairs;

Motorsport, competition or non-standard use; or

Damage caused by modifications not carried out by Snikrep Autocare.

Nothing in these terms limits or removes the customer's statutory rights.

18. Limitation of Responsibility

Nothing in these terms excludes or limits liability where doing so would be unlawful.

Snikrep Autocare will not be responsible for losses that were not reasonably foreseeable when the agreement was made or that arise from circumstances outside our reasonable control, except where liability cannot legally be excluded.

Customers are responsible for removing or securing valuables and personal belongings before work begins.

Snikrep Autocare is not responsible for loss or damage caused by inaccurate or incomplete information supplied by the customer.

Some vehicles require a radio, infotainment, security or activation code after the vehicle battery has become flat, discharged or has been disconnected during diagnosis, inspection, repair or other agreed work.

Customers are responsible for ensuring that any required radio, infotainment, security or activation code is available before work begins where the battery may need to be disconnected.

Snikrep Autocare will not be responsible for loss of use of a radio, infotainment system or similar equipment where a security or activation code is required following battery discharge or battery disconnection and the customer has not provided the required code, except where liability cannot lawfully be excluded.

19. Waste, Environmental Charges and Removed Parts

Used engine oil, filters, fluids, contaminated materials and other workshop waste will be handled and disposed of through appropriate waste-management arrangements.

Environmental, waste-disposal and workshop-consumable charges may be applied where relevant and will be shown on the quotation or invoice.

Removed parts will be disposed of unless the customer requests to retain them before work begins and the parts are not subject to an exchange, surcharge, supplier-return or warranty requirement.

20. Data Protection

Customer information may be used for:

Managing enquiries and bookings;

Preparing quotations and estimates;

Carrying out repairs and diagnostics;

Producing invoices and service records;

Warranty administration;

Customer communication;

Accounting and legal obligations; and

Managing complaints or disputes.

Personal information will not be sold to third parties.

Information may be shared where reasonably necessary with parts suppliers, payment providers, professional advisers, insurers, regulators, authorities or service providers, subject to applicable data-protection law.

Further information about how personal information is collected, used, stored and protected may be provided in Snikrep Autocare's Privacy Notice.

21. Complaints

Any concern or complaint should be raised as soon as reasonably possible using the following details:

Snikrep Autocare
91 Excelsior Way
Sileby
Loughborough
Leicestershire
LE12 7XE
Telephone: 01509 351062
Email: info@snikrepautocare.co.uk
Website: www.snikrepautocare.co.uk

We will aim to investigate concerns fairly and respond within a reasonable period.

22. Governing Law

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

Nothing in these terms affects any rights or remedies available to customers under applicable consumer law.