

Sywell Garage Ltd

Terms and Conditions of Business

When a booking is made, customers are agreeing to the terms and condition set out by Sywell Garage Ltd.

A: Parts

A1, Sywell Garage Ltd will always try to fit OE or premium parts wherever possible. Second hand or used parts may be fitted if no other option is available but by fitting the parts may void any warranty implied to that specific repair.

A2, Sywell Garage Ltd will not fit parts supplied by the customer unless agreed prior to booking. If customer supplied parts are fitted this may void any warranty implied to that specific repair.

A3, Customers will not be asked to sign a waiver regarding their consumer rights in regard to fitting parts sourced from a 3rd party.

A4, All parts fitted remain the property of Sywell Garage Ltd until paid for in full.

A5, All parts are covered under the manufacturer's warranty. Manufactures offer 12 months minimum warranty, but some may be more than 12 months. The manufacturers' warranty will have a mileage cap depending on the product. (Excessive mileage may affect the 12 months stated)

B: Labour

B1, Labour is covered for 12 weeks from the date the work had been carried out.

B2, Labour rates quoted are based on manufacture repair times. Some labour times may need to be adjusted to compensate for corrosion etc.

C: Warranty Claims

C1, All warranty repairs must be diagnosed and carried out by Sywell Garage Ltd. On some occasions, warranty repairs may be authorised for repair at another garage but will need to be approved in writing before any work is carried out. (Failure to gain authorisation before work is commenced may void the warranty claim).

C2, All warranty work carried out by a 3rd party repairer must be estimated in writing and an order number will be issued. Without an order number, payment cannot be authorised.

D: Vehicle Liabilities

D1, All vehicles left at Sywell Garage Ltd are left at the owner's risk.

D2, Sywell Garage Ltd shall not be held responsible for accidental damage caused to vehicles parked in the outside car parks.