

Terms & Conditions

General Terms and Conditions

Repps Garage (Norfolk) Ltd trading as Repps Garage has the right to cancel bookings or change any booking date. All bookings are only provisional and will be confirmed by a Manager/Supervisor. All prices, products and service content are subject to change without prior notification.

Repps Garage (Norfolk) Ltd Warranties are not transferable and apply only to the person who purchased the original parts and are valid from date of purchase. Please keep your invoice safe, as this will be needed if you want to make a claim.

Repps Garage (Norfolk) Ltd Warranties only apply to parts purchased by/through Repps Garage (Norfolk) Ltd.

Repps Garage (Norfolk) Ltd Warranties do not cover and will not apply if you do not authorise the fitting of all additional parts considered necessary for replacement to restore your fault to its proper working condition.

Repps Garage (Norfolk) Ltd Warranties do not cover the cost of additional parts that may be required to restore your claim to its proper working condition.

Repps Garage (Norfolk) Ltd Warranties do not cover parts failing as a result of criminal or malicious damage, fire, theft or where the vehicle has been repaired by another garage or individual without consent from Repps Garage (Norfolk) Ltd, or used for competitive motorsport or as a taxi/mini-cab.

Repps Garage (Norfolk) Ltd Warranties do not extend to any monetary or compensatory claim, in particular consequential or additional losses.

All invoices must be paid in full prior to the collection of vehicle(s), we reserve the right to keep your vehicle(s) until all invoices have been paid in full.

All parts remain the property of Repps Garage (Norfolk) Ltd until invoices have been paid in full.

Unauthorised vehicle(s) remaining within our compound after an agreed date will be subject to a daily storage charge of £20.00 plus VAT. Storage will be charged per day at full rate for all vehicles remaining on site after 10.00am of that day. Storage will not apply on days we are not open (Sundays and public holidays).

Parts and labour

All parts used by Repps Garage (Norfolk) Ltd are manufactured to Original Equipment Matching (OEM) quality. All parts and labour are guaranteed for a minimum 12 months or 12,000 miles (whichever is sooner), excluding the following services, to which our General Terms & Conditions still apply:

Wheel alignment

Vehicle wheel alignment is affected by road conditions and driving circumstances and therefore adjustment cannot be covered by Repps Garage (Norfolk) Ltd Warranties. However, should you have reason to believe that further adjustment is necessary we will check and re-adjust (if required) free of charge within 30 days of purchase.

Air-conditioning

Air conditioning servicing cannot be covered by Repps Garage (Norfolk) Ltd Warranties. However, should the coolest vent temperature from your car not improved by more than 10% from when Repps Garage (Norfolk) Ltd recharged your air-conditioning we will check and re-gas (if required) free of charge within 30 days of purchase. Please note, if the ambient temperature around the car is less than 90C it may affect the

results of the air-conditioning recharge test results. In these circumstances it is the Manager's/Supervisor's discretion whether to offer a refund/re-gas.

Clutch replacement

Clutch replacements are guaranteed for a minimum 24 months or 20,000 miles (whichever is sooner).

Batteries

Battery Warranties vary by specification of battery and is stated on your invoice.

Tyres

Tyre Warranties vary by specification in accordance to the Manufacturer and are subject to the tyre manufactures' normal complaint and operating procedure and adjudication. Customers must pay for a new tyre first and await the adjudication of the manufacturer. This process takes on average 3 months. If a tyre is adjudged faulty by the manufacturer an allowance is made based on:

1. The amount of legal tread life remaining
2. The current cost of purchasing an equivalent new tyre

All tyres must be removed by Repps Garage (Norfolk) Ltd, or someone authorised to by Repps Garage (Norfolk) Ltd to qualify for this warranty. We ask customers to understand the need for proper tyre examination by the manufacturer before establishing liability to replace the tyre. It is not therefore possible to resolve new tyre problems on the spot.

Information about Repps Garage (Norfolk) Ltd servicing schedules

Repps Garage (Norfolk) Ltd service schedules normally exceed most manufacturers service schedules. Using our servicing schedules may not exactly match those of the manufacturers and we can if requested carry out the same service as specified by the manufacturer. If your vehicle is still under warranty please ask our staff to provide you with a written quotation to carry out a manufacturers' specification service using Original Equipment Matching (OEM) equivalent or Manufacturer parts in order to ensure we quote you for any different parts or services required to protect your warranty.

Service your car without invalidating its warranty

European Union legislation changes the way cars may be serviced and repaired and gives motorists a lot more freedom in their decision as to who should look after their cars. Now motorists can use Repps Garage (Norfolk) Ltd to service their cars without invalidating the manufacturer's warranty.

Repps Garage (Norfolk) Ltd can carry out normal maintenance, servicing and repairs during a vehicle's warranty period without invalidating the vehicle assembler's warranty conditions with two provisos:

1. That the service is carried out in accordance with the Vehicle Assembler's servicing schedules and is recorded as such.
2. That the parts used are either 'original spare parts' or 'matching quality parts' and are recorded as such.

How to claim under your Repps Garage (Norfolk) Ltd Warranty

Take your vehicle to Repps Garage (Norfolk) Ltd with this warranty, your original receipt and any report information (if applicable). Please be sure to keep your original paperwork safe as a failure to produce this could impact your ability to claim.

Please note that proof of purchase is essential before any work can be started. All parts originally purchased at Repps Garage (Norfolk) Ltd are covered by these Warranties.

Repps Garage (Norfolk) Ltd will dismantle and repair or replace at its discretion any defective parts and reassemble them on your vehicle free of charge, subject to these warranty conditions. Before any work can be carried out under warranty, Repps Garage (Norfolk) Ltd will conduct a full inspection and report.

If any work is carried out other than by Repps Garage (Norfolk) Ltd, approval must be obtained from a Manager or Supervisor at Repps Garage (Norfolk) Ltd. Repps Garage (Norfolk) Ltd is not responsible for any part removed from the vehicle or tampered with by any person not employed/authorised by Repps Garage (Norfolk) Ltd.

Repps Garage (Norfolk) Ltd reserves the right to update, change and/or amend these terms and conditions without prior notice.

Release C.1.2

Last updated: 01/04/2017