

RAC Approved Garage Essex Automatic Transmission Ltd

Business Terms & Conditions

Business Details:

Business Entity: **Ltd Company**

Business Name; **Essex Automatic Transmission Ltd**

Trading Name; Essex Automatic Transmission Ltd

Essex CM18 6LY

Phone Number; **01279 415400**

Company Registration Number; **04768246**

VAT registration number; **898 6646 38**

Registered Office Address; **Tednambury Farm,
Spellbrook Bishops Stortford, Herts CM23 4BD**
Trading Address; **The Fairway, Bush Fair, Harlow**

Email Address; **essexautomatics@aol.com**

Business Description: To carry maintenance and repair of motor vehicles.

RAC Code of Conduct: In addition to your statutory rights, we work in line with the RAC code of conduct which is approved by the Charter Standards Trading Institute. A copy of the RAC code of conduct is available for you to view or take away, if required. It is also available on the RAC website. <https://www.rac.co.uk/approvedgarages/>

Pricing: Our labour rate is **£80** per hour plus Vat at the current government rates.

Diagnostics **£80.00+** vat, any investigation further required is charged at **£80.00** per hour.

Labour times will be calculated using industry standard guidelines.

Written quotations/estimates will be provided if requested.

Any changes to work or additional repairs needed, will be discussed and agreed with you prior to completing this work. You will also be informed of any additional cost. Invoices will detail a full breakdown of cost, labour, parts, consumables and any advisories we feel should be brought to your attention.

Payments: Invoices must be paid in full upon collection of your vehicle unless agreed otherwise. Your vehicle may not be released until payment has been received.

You will not be asked to pay for work upfront unless a partial deposit is required, or special-order parts are required. (see cancellations for terms)

We accept the following payment methods **BACS/Credit Card/Debit Card/Cash**

Removed Parts: All parts removed from your vehicle will be available for inspection or collection for a minimum of 24 hours following repair completion.

Existing vehicle warranty: If your vehicle is covered by a warranty, we will follow your warranty Terms & Conditions. We will require your policy details to enable us to carry out such services on your behalf. Payment terms vary depending on the warranty supplier, in some cases we may ask you to pay for repairs and claim the costs back on your warranty

Guarantees: All new parts and workmanship will be guaranteed for a minimum of 12 months or 12,000 miles, whichever comes soonest. Where re-manufactured parts are supplied, we will provide the term of any warranty prior to fitting and confirm these details in writing within your final invoice. ****Warranties are subject to normal usage and exclude failure due to general wear & tear****

If second-hand parts or customer supplied parts are fitted, no warranty is applied to the repair. Customers will be liable for labour charges if the supplied parts are faulty or incorrect.

The contract of guarantee is between the owner of the vehicle and ourselves as the repairer at the time of repair, in the event of a vehicle sale this guarantee is not transferable and is considered void at POS.

Cancellation: You can cancel your booking at any point. Booking deposits are non-refundable outside of a 24hr notification period. Deposits or payment in full for any special-order parts or work that has commenced is strictly non-refundable. If work has already commenced or additional work is identified but you do not want to continue with this, you will only have to pay for the work and parts used up to the point of cancellation.

How to solve a problem: If you have a problem with your vehicle or the service you have received, please ask for our customer care representative. If you feel we have not resolved your problem, you can use our conciliation service which is provided by RAC and detailed in the RAC code of conduct.

These Terms & Conditions are our key terms of business, for comprehensive details please ask to see "RAC Customer Charter & Code of Conduct Booklet". Nothing in these terms will affect your statutory rights.