

## **1. Work Authorisation**

By booking a service or repair with RG Motors Ltd, the customer confirms their authorisation for us to proceed with the agreed work.

## **2. Deposits & Appointment Booking**

A non-refundable deposit is required to secure an appointment. The deposit amount is determined based on the total invoice value.

Deposits can be paid via bank transfer, credit/debit card, over the phone, or cash.

This deposit will be deducted from the final invoice upon completion of the work.

If the customer cancels or fails to attend the appointment, the deposit will not be refunded.

## **3. Payment Terms**

The remaining balance is due in full upon completion of the agreed work, prior to the vehicle's release.

Payment methods accepted: bank transfer, credit/debit card, over the phone, or cash.

Failure to make full payment may result in legal action.

## **4. Right to Retain Vehicle (Lien)**

RG Motors Ltd has a legal right to retain the vehicle until full payment is received.

If payment is not made within 14 days, we may take legal action or apply for a court order to recover costs.

## **5. Storage Fees**

If the vehicle is not collected within 5 working days after job completion, a storage fee of £20 per day may apply, unless otherwise agreed in writing.

## **6. Non-Payment & Legal Action**

If payment is not received within 14 days of the due date, RG Motors Ltd reserves the right to:

- Retain the vehicle under a lien until payment is received.
- Take legal action to recover outstanding debts.
- Engage a debt collection agency, with additional recovery costs passed onto the customer.

## **7. Finance & Ownership Considerations**

If the vehicle is under a finance agreement, the finance company may be contacted regarding non-payment.

## **8. Parts & Labour Warranty**

All labour carried out by RG Motors Ltd is covered by a 6-month warranty from the date of completion.

New parts supplied and fitted by RG Motors Ltd are covered by a 12-month manufacturer's warranty, unless otherwise stated.

Used or reconditioned parts are not covered under warranty unless agreed in writing.

The warranty covers defects in workmanship but does not apply to faults arising from misuse, neglect, wear and tear, or subsequent repairs carried out by third parties.

## **9. Liability**

RG Motors Ltd is not responsible for pre-existing faults or issues unrelated to the work carried out.

We are not liable for loss of income, inconvenience, or vehicle downtime due to repair delays.

## **10. Customer Acknowledgment**

By booking a service or repair with RG Motors Ltd, the customer acknowledges and agrees to these Terms & Conditions.

## **11. Customer Information Requirement**

Customers are required to provide their full name, address, and contact number prior to booking any service or repair.

RG Motors Ltd reserves the right to refuse or cancel any booking if accurate customer information is not provided.

This information is collected to ensure clear communication and may be used in the event of non-payment or legal action.

## **12. Personal Property Left in Vehicles**

RG Motors Ltd will not be held responsible for any personal items or belongings left in vehicles while on our premises.

Customers leave property in their vehicles entirely at their own risk.

We advise all customers to remove valuables before dropping off their vehicle.