
CAR REPAIR, SERVICING AND AFTERSALES TERMS AND CONDITIONS

BACKGROUND:

These Terms and Conditions are the standard terms which apply between:

- A. Classic Motor Cars Limited, a Company registered in England and Wales under number 02827121 whose registered office is at Building 9, Stanmore Business Park, Bridgnorth, Shropshire, WV15 5HP (“CMC”); and
- B. the Customer as detailed in our Estimate (You)

1. Definitions and Interpretation

1.1 In these Terms and Conditions, unless the context otherwise requires, the following expressions have the following meanings:

“Business”	means any business, trade, craft, profession or any other person/organisation;
“Consumer”	means a “Consumer” as defined by the Consumer Rights Act 2015, that is to say an individual who receives any of the Services for his/her personal use and for purposes wholly or mainly outside the purposes of any Business;
“CMC/Us/We/Our”	means Classic Motor Cars Limited and reference to us shall include reference to any and all of our staff including mechanics;
“Invoice”	means an invoice detailing the Price of the Work to the date of that invoice;=;
“Manufacturer”	means the manufacturer of the Vehicle;
“Price”	means the fee payable for the Work including parts, labour, VAT and any additional charges;
“Estimate”	means a document giving the agreed initial estimated Price and initial expected Works to be carried out to a Vehicle;
“Regulations”	means The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013;
“Services”	means any type of repair, service, rebuild or maintenance of a Vehicle;
“Vehicle”	means a car, lorry, van, trailer, caravan, motor cycle, details of which are set out in the Quotation;
“Warranty Period”	means the duration of the warranties provided by us in accordance with Clause 9 of these Terms and Conditions; and
“Work”	means the particular Services that we provide to you under these Terms and Conditions;

- 1.2 Unless the context otherwise requires, each reference in these Terms and Conditions to:
 - 1.2.1 "writing", and any cognate expression, includes a reference to any communication effected by electronic or facsimile transmission or similar means;
 - 1.2.2 a statute or a provision of a statute is a reference to that statute or provision as amended or re-enacted at the relevant time;
 - 1.2.3 "these Terms and Conditions" is a reference to these Terms and Conditions and each of the Schedules as amended or supplemented at the relevant time;
 - 1.2.4 a Clause or paragraph is a reference to a Clause of these Terms and Conditions; and
 - 1.2.5 a "Party" or the "Parties" refer to the parties to these Terms and Conditions;
- 1.3 The headings used in these Terms and Conditions are for convenience only and will not affect the interpretation of these Terms and Conditions;
- 1.4 Words signifying the singular shall include the plural and vice versa; and.
- 1.5 References to any gender shall include the other gender.

2. Estimate

- 2.1 You may request an Estimate for any Work (subject to our confirming that we will provide an Estimate) by contacting us by telephone, letter, email or in person.
- 2.2 When You request an Estimate you must provide us with the following information:
 - 2.2.1 Your name and full contact details
 - 2.2.2 Nature of work required
 - 2.2.3 Full vehicle details
 - 2.2.4 Any existing warranties concerning the vehicle
- 2.3 We will usually require you to bring the Vehicle to our premises for inspection prior to our production of an Estimate. Where you are unable to bring the Vehicle to our premises but still request a Estimate, we must advise that the Estimate may change significantly following our inspection of the Vehicle at our premises. We will seek your approval before we vary the Estimate;
- 2.4 We will prepare and submit an Estimate to you either by email or first class post to the email address or postal address provided by you. The Estimate shall be based on the details you provide, and shall include a list of recommended Works;
- 2.5 If you agree with the Estimate, we shall then confirm acceptance of your booking to you and provide an estimated date for the Work to be carried out Only if and when we give you that confirmation will there be binding agreement between you and us for the Work;
- 2.6 You may accept our Estimate by email, telephone or first class post.

3. Payment and Invoices

- 3.1 If we require a deposit or similar prepayment, we shall state it clearly in the

Estimate and you must pay this within 7 days;

- 3.2 From the point at which Work on the Vehicle commences up until the point at which you have paid in full all sums due, we shall have a general lien on your Vehicle (i.e. a right to possession of property until payment is made for work done to that property) for all sums due;
- 3.3 Following our completion of the Work, we shall issue an invoice to you or we may issue interim invoices for extensive Work. This will be made clear in our Quotation;
- 3.4 The invoice(s) will provide a comprehensive summary of all Work done and will provide full details of all parts and labour including the Price payable for it with the VAT element payable on it shown separately;
- 3.5 All sums due will be payable within 7 days of the invoice date or, by cleared funds, prior to the release of the vehicle or goods which ever falls first;
- 3.6 You may make payments by various methods which will be advised to you.
- 3.7 In addition to our rights under sub-Clause 3.2, we shall have the right to sell the Vehicle at your expense if any sum due remains unpaid following our written notice to you of 30 days. That notice period will begin no earlier than 30 days after the date of the relevant invoice;
- 3.8 From the due date of payment until we take the action set out in sub-Clause 3.7, any outstanding sum will incur interest on a daily basis at 4% above the base rate of the Bank of England from time to time until you make payment in full.
- 3.9 Where you are Company, should you fail to make payment to us of any amount due, we reserve the right to charge you interest and administration costs of recovery in accordance with the Late Payment of Commercial Debts (Interest) Act 1998 (as amended).

4. Insurance Claims and Accident Damage

- 4.1 If the Work to be carried out on the Vehicle is the subject of an insurance claim, you (or the policyholder if he/she is not the same person) must sign any documents required by the insurer to be signed to authorise payment to us for the Work;
- 4.2 We shall not be responsible for any delay in completing the Work and/or returning the Vehicle to you where that delay arises out of any actions of the insurer including, but not limited to, the withholding of payment.
- 4.3 For the avoidance of doubt, if the Insurer of the Vehicle does not pay us in full for the Price of the Work(s), you will remain liable for any unpaid amounts and agree to pay us on demand for any such sum(s).

5. The Work

- 5.1 We shall use reasonable endeavours to ensure that all parts required for the completion of the Work will be in stock to enable us to carry out the Work when it is booked to be carried out but we will tell you if, due to non-availability of parts or a delay in their delivery, we are unable to begin the Work on the date we have arranged with you;
- 5.2 If we cannot carry out and complete the Work due to non-availability of parts or a significant delay in their delivery, you may exercise your right to cancel as set out in Clause 11;

- 5.3 We shall agree with you before we begin the Work any parts which we are going to use (except for any additional parts which we will seek your prior approval of before use);
- 5.4 We will tell you before we begin the Work the amount of estimated time required to carry out the Work subject to any additional time needed under sub-Clause 5.6. We shall tell you as soon as reasonable possible should we required additional time. Please note, this is only an estimate and time is not of the essence in relation to this clause 5.5;
- 5.5 If we find during the course of the Work that we need to use additional parts and/or labour, we will order additional parts or carry out additional Work if you agree to this. For that purpose we will tell you as soon as reasonably possible and give you an estimate for both the cost to you of additional parts and labour and also an estimate of the amount of additional time we need to carry out the additional Work;
- 5.8 If we replace any parts, we will make the original parts available to you to view and examine up to and including the time that you collect your Vehicle. You may only remove those parts from our premises if you will dispose of them in an environmentally responsible manner. If you do not wish to inspect and/or remove the parts, we shall dispose of them after you collect your Vehicle; and
- 5.9 You are strongly advised to remove all possessions from the Vehicle before we begin the Work as we will not be liable for any loss or damage caused.

6. Vehicle Warranties

- 6.1 If the Vehicle is covered by a Manufacturer's new vehicle warranty, anti-perforation warranty or rust / corrosion warranty at the time the Work is carried out, we shall carry out all of the Work in a way that adheres to the terms of those warranties and the Manufacturer's specifications and documentation, using original or Manufacturer-authorized parts;
- 6.2 If our compliance with sub-Clause 6.1 causes us additional cost, we will tell you of alternatives and will explain to you the consequences of those alternatives (including, but not limited to, the voiding of the Manufacturer's warranties). The decision as to whether or not we will follow any such alternative shall be your decision alone and must be given in writing;
- 6.3 Before we begin any of the Work covered by a Manufacturer's or a third party organisation's warranty, we shall obtain their consent to us carrying out that Work. We shall not be liable for any delay in their providing consent, and Storage Charges may apply;
- 6.4 We shall not be responsible or liable for any failure to comply with any warranties where you have not told us of those warranties.
- 6.5 For the avoidance of doubt, if the Manufacturer of the Vehicle does not pay us in full for the Price of the Work(s), you will remain liable for any unpaid amounts and agree to pay us on demand for any such sum(s).

7. Sub-Contracting

We may sub-contract any of our obligations under these Terms and Conditions provided that any sub-contractor we use is reasonably skilled in the relevant practices and provided that we do not pass on to you any additional charges without your prior consent.

8. Insurance, Damage and Liability

- 8.1 We shall at all times have in place suitable and valid insurance, including public liability insurance;
- 8.2 We shall not be liable to you for any loss or damage you suffer due to your failure to follow our or the Manufacturer's instructions;
- 8.3 We will not be liable to you for any failure or delay in performing our obligations where such failure or delay results from any cause that is beyond our reasonable control;
- 8.4 We will be responsible for any foreseeable loss or damage that you may suffer as a result of our breach of these Terms and Conditions. Loss or damage is foreseeable if it is an obvious consequence of our breach. We will not be responsible for any loss or damage that is not foreseeable;
- 8.5 We provide Services to you only for your personal and private use/purposes. We make no warranty or representation that products, or other goods or materials that we use in carrying out the Work are fit for commercial, business, industrial, trade, craft or professional purposes of any kind (including resale). We will not be liable to you for any loss of profit, loss of business, interruption to business or for any loss of business opportunity;
- 8.6 Nothing in these Terms and Conditions is intended to or will exclude or limit our liability for death or personal injury caused by our negligence (including that of our employees, agents or sub-contractors) or for fraud or fraudulent misrepresentation; and
- 8.7 Where you are a "consumer" as defined by the Consumer Rights Act 2015, or as a consumer for the purposes of any other consumer protection legislation, nothing in these Terms and Conditions is intended to or will exclude, limit, prejudice, or otherwise affect any of our duties or obligations to you, or your rights or remedies, or our liability to you, under:
 - 8.7.1 the Consumer Rights Act 2015;
 - 8.7.2 the Regulations;
 - 8.7.3 the Consumer Protection Act 1987; or
 - 8.7.4 any other consumer protection legislation;as that legislation is amended from time to time.

For more details of your legal rights, please refer to your local Citizens' Advice Bureau or Trading Standard Office.

9. Warranty

- 9.1 Work performed on the Vehicle will, subject to the exceptions listed in sub-Clause 9.2 and 9.3, be warranted for parts and labour from the date of the Invoice, for a period of:
 - 9.1.1 12 months (or a distance of 12,000 miles, whichever occurs first) on newly restored vehicles.
 - 9.1.2 3 months (or a distance of 3000 miles, whichever occurs first) on used vehicles (vehicles that are not brand new)
 - 9.1.3 12 months (or a distance of 12,000 miles, whichever occurs first) on servicing, mechanical and paint work repairs.

- 9.2 This warranty does not apply to any defects in the Vehicle caused by:
- 9.2.1 normal wear and tear;
 - 9.2.2 alteration, adjustment or repair by you or any third party that is not authorised by us;
 - 9.2.3 accidental damage;
 - 9.2.4 consumables which have not been supplied or installed by us;
 - 9.2.5 Routine maintenance, adjustment, replenishment of consumables or liquids or scheduled servicing.
- 9.3 The warranties of certain parts may vary due to their original Manufacturers' warranty conditions and in that case we will explicitly state in our Invoice or another document our different Warranty Period and clause 9.1 will not apply;
- 9.4 Subject to clause 9.2, if any work done and/or parts used fails during the Warranty Period, we shall carry out the necessary repairs and replacement at no additional cost to you;
- 9.5 Any warranty that we give you applies to your Vehicle. If you sell or otherwise transfer ownership of your Vehicle to another person, they will be entitled to the benefit of the warranty for the rest of the Warranty Period;
- 9.6 We will be entitled to void any warranty that we give you if the Vehicle is used for anything other than normal purposes (unless we explicitly tell you otherwise). This includes:
- 9.6.1 Participating in racing or other competitions of any kind;
 - 9.6.2 Participating in speed testing or time trials;
 - 9.6.3 Use of the Vehicle in a way which exceeds its design limitations (exceeding maximum towing weight, for example);
 - 9.6.4 Use of the Vehicle in a way which does not conform with Manufacturer's recommendations; or
 - 9.6.5 Failure to service or otherwise maintain the Vehicle in accordance with the Manufacturer's recommendations
- 9.7 The rights and remedies that we give you under this Clause 9 to provide repairs and replacement parts shall be in addition to all such rights and remedies as are available to you if you are a Consumer.

10. Storage Charges

- 10.1 Where there is delay to our undertaking the Work, which is caused by your delay in providing us with information, parts or anything else requested by us, or where Manufacturers or Insurers delay in providing us with requested documentation/ information, we will provide you with 7 days' notice that storage charges will begin to accrue.
- 10.2 Storage will be charged at a daily rate of £5.00 plus VAT and is invoiced and payable on demand.
- 10.3 Our rights in relation to clauses 3.2, 3.8 and 3.9 shall apply in relation to these storage charges.

11. Cancellation

- 11.1 Where you are a Consumer, you may cancel any Work booked as set out in sub-Clause 11.5 or as set out in sub-Clause 11.3;

- 11.2 If you cancel under sub-Clause 11.3 or 11.5, and you have paid us any deposit or prepayment under sub-Clause 3.1, we shall return it to you less any amount you owe to us under any part(s) of this Clause 11, but you will still be liable to pay us the remainder of the amount you owe to us;
- 11.3 If, on or after you have brought your Vehicle to our premises for the Work to be carried out, you cancel the Work but we have by that time begun the Work, you must pay us for all labour and for all parts we have used and, if we so decide, for all parts we have ordered but not yet used if in our reasonable judgement we are unlikely to use or sell those ordered parts within 6 months. We shall invoice you for that labour and those parts. We will charge you for that labour at the same hourly rate as we used to calculate the Price. Clause 3 shall apply to the payment of any such invoice;
- 11.4 The parts we have ordered but not used by the time you cancel will remain our property. We may use or dispose of them as we see fit without accounting to you for their cost where we have charged you for them under sub-Clause 11.3;
- 11.5 Where the contract we make with you is not made on our premises, the Regulations give you the following rights in addition to the rights given to you by the above provisions of this Clause 11:
- 11.5.1 You may for any reason cancel a booking during the 14 day period after we confirm that booking unless sub-Clause 11.5.2 applies. If you cancel as allowed by this Sub-clause 11.5.1, and you have already made any payment(s) to us for the Work, we will refund the payment(s) to you within 14 days of receiving your cancellation; but
- 11.5.2 if the booking is for a date for beginning the Work which is before the end of the 14 day period from when you make the booking and if you have expressly requested us to do any of the Work and we do so, you may not cancel the booking and you must pay in accordance with Clause 11.3 for such of the Work as has been carried out;
- If you request that your booking be cancelled, you must confirm this in any way convenient to you;
- 11.6 Once you have paid us all that you owe us, you shall collect (or arrange for the collection of) your Vehicle within 7 days. If your Vehicle remains on our premises beyond that period, you shall pay us for its storage at the rate of £5.00 per day. We will not release your Vehicle until you have paid in full all sums that you owe us (including the storage charge).

12. How We Use Your Personal Information (Data Protection)

- 12.1 All personal information that we may use will be collected, processed, and held in accordance with the provisions of EU Regulation 2016/679 General Data Protection Regulation ("GDPR") and your rights under the GDPR.
- 12.2 For complete details of Our collection, processing, storage, and retention of personal data including, but not limited to, the purpose(s) for which personal data is used, the legal basis or bases for using it, details of your rights and how to exercise them, and personal data sharing (where applicable), please refer to our Privacy Notice available upon request.

13. Regulations

Where you are a Consumer, we are required by the Regulations to ensure that

certain information is given or made available to you as a Consumer before we make our contract with you (i.e. before we confirm the booking for any Work) except where that information is already apparent from the context of the transaction. We have included the information itself either in these Terms and Conditions for you to see, or we will make it available to you before we confirm the booking. All of that information will, as required by the Regulations, be part of the terms of our contract with you as a Consumer.

14. Information

As required by the Regulations:

- 14.1 all of the information described in Clause 13; and
- 14.2 any other information which we give to you about any services or us which you take into account when deciding to make a booking or when making any other decision about the services;

will be part of the terms of our contract with you as a Consumer.

15. Changes to Terms and Conditions

We may from time to time change these Terms and Conditions without giving you notice, but we will inform you as soon as is reasonably possible of any such change.

16. Complaints

We always welcome feedback from our customers and, whilst we always use all reasonable endeavours to ensure that your experience as a customer of ours is a positive one, we nevertheless want to hear from you if you have any cause for complaint. If you have any complaint about the Work or our services or any other complaint about us or any of our staff, please raise the matter with us directly via email or post.

17. No Waiver

No failure or delay by us or you in exercising any rights under these Terms and Conditions means that we or you have waived that right, and no waiver by us or you of a breach of any provision of these Terms and Conditions means that we or you will waive any subsequent breach of the same or any other provision.

18. Severance

If any provision of these Terms and Conditions is held by any competent authority to be invalid or unenforceable in whole or in part the validity of the other provisions of these Terms and Conditions and the remainder of the provision in question shall not be affected.

19. Law and Jurisdiction

- 19.1 These Terms and Conditions, the Contract, and the relationship between you and us (whether contractual or otherwise) shall be governed by, and construed in accordance with the law of England & Wales.
- 19.2 Where you are a consumer, you will benefit from any mandatory provisions of the law in your country of residence. Nothing in Sub-Clause 19.1 above takes away or reduces your rights as a consumer to rely on those provisions.
- 19.3 Any dispute, controversy, proceedings or claim between you and us relating to

these Terms and Conditions, the Contract, or the relationship between you and us (whether contractual or otherwise) shall be subject to the jurisdiction of the courts of England, Wales, Scotland, or Northern Ireland, as determined by your residency.