

Air Cooled Engineering

Terms & Conditions

Our mission is that every customer leaves us in a safe, well maintained vehicle and is not only satisfied that they have had good value and service, but that they would happily recommend us to family and friends.

1. We will always quote a price and agree it with the customer before commencing work. By agreeing that price a binding contract is made between the customer and Air Cooled Engineering. The customer will then be liable for full payment of all parts that have ordered for the vehicle.
2. All customers must be legally capable of entering into a contract of sale and at least 18 years old and reside in the UK and by placing an order confirm this.
3. We will endeavour to complete all works on the same day as the car arrives. However if this is not possible, due to circumstances beyond our control, an Air Cooled Engineering technician will contact the customer and agree a revised time for collection of the vehicle
4. If specialist consumables are required an additional charge may apply – a technician will explain this when agreeing the price for the work
5. All work other than MOT testing is subject to VAT.
6. All parts used will adhere to the manufacturers service schedule and warranty and will be of “original equipment” (OE) standard – ensuring all warranties are validated.
7. In addition to your Statutory Rights, work carried out by Air Cooled Engineering will carry a Parts & Labour Warranty for a period of 12 months (or within 10,000 miles – whichever comes first).
8. **The Warranty is dependent upon:**
 - a) Air Cooled Engineering being given an opportunity to investigate or rectify any faults within a reasonable time frame
 - b) The vehicle operating instructions being followed.
 - c) Having the vehicle serviced according to the manufacturer’s recommended schedule (at the time or distance specified).
 - d) Any Air Cooled Engineering advisories, warnings and information or any instructions being followed as recommended
 - e) No evidence of unreasonable wear and tear.
9. **Payment Methods**

It is essential that you customers are able to meet the cost of repairs before booking work. Payment may be made in cash or by most major debit and credit cards – please check with the technician when booking the work.

Payment may also be made by 'BACS' direct to our bank account. If you wish to pay with this method, please ask for details. Vehicles will not be released until we have confirmed funds received into our bank account.

Cheques are not acceptable unless you already have an account with us. In the event of non-payment Air Cooled Engineering will retain the client’s vehicle until payment is made, and storage may be charged. If no payment is made after a period of 28 days, and all attempts by Air Cooled Engineering to resolve the

matter have not been successful, we reserve the right to instruct solicitors for recovery of funds owed.

10. Air Cooled Engineering does not accept any liability for any damage or losses suffered by the Customer from the storage of its vehicle at our premises.
11. The customer has the right to cancel their car service at any time, as long as any of the agreed work completed to date has been paid for up to the point of cancellation.
12. By prior arrangement Collection & Delivery is FREE at Air Cooled Engineering within a 3 mile radius and this will normally be covered by the garage's insurance. In the event of a claim on the insurance, the customer will be liable to pay the amount of the excess on the insurance. Also the customer must adhere to the terms and conditions of the said policy put in place by the garage. We do not provide courtesy cars unless by prior arrangement.
13. Air Cooled Engineering will not be responsible or liable for any unforeseeable losses that were not caused by Air Cooled Engineering 's employees, agents or representatives. This does not affect any claim that the customer may have for death or personal injury. Nothing in this condition will affect the customer's statutory rights that the works are performed with due skill and care, that the goods supplied are of satisfactory quality and are fit for their purpose and that the products and services correspond with their description. A copy of our employers liability insurance can be made at the customer's request
14. Air Cooled Engineering will not be responsible for any loss of valuable items left by the customer and are not attached to the vehicle or damage to such items.
15. Air Cooled Engineering will not be liable for any damage or delay in the services provided if the reasons are down to 'an act of God', 'industrial action', 'government disputes' or factors to be deemed outside of control of ourselves. Health & Safety laws will apply where applicable when each customer's vehicle is serviced.
16. Any complaint with respect to any car service done by Air Cooled Engineering must be restricted to communications with Air Cooled Engineering only. Air Cooled Engineering will not be liable for resolving any errors, issues or problems unless all correspondence remains with us. Air Cooled Engineering will endeavour to resolve all disputes amicably and professionally within 28 days.

Where the transaction value is over £1000 or a fraud alert is raised, Air Cooled Engineering reserves the right to ask for the payment to be made by BACS/CHAPS.

THESE TERMS AND CONDITIONS AND THE GUARANTEE TERMS CONTAINED ABOVE DO NOT AFFECT THE STATUTORY RIGHTS OF A CONSUMER REGARDING FAULTY OR MISDESCRIBED PRODUCTS OR SERVICES OR ANY FAILURE BY AIR COOLED ENGINEERING RELATING TO THE SUPPLY OF GOODS OR THE UNDERTAKING OF WORK.

FOR MORE INFORMATION ABOUT YOUR STATUTORY RIGHTS, PLEASE CONTACT THE CITIZENS' ADVICE BUREAU. THEY CAN ALSO ASSIST WITH INFORMATION REQUIRED BY THE CONSUMER PROTECTION ACT.